



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Bilingual French Services Coordinator	
Position Number	Community	Division/Region
48-14699	Yellowknife	Corporate and Support Services/HQ

PURPOSE OF THE POSITION

The French Services Coordinator position plans, coordinates and monitors the implementation of a full range of French language services and communications by the Northwest Territories Health and Social Services Authority (NTHSSA) in accordance with the requirements of the *Official Languages Act* and Regulations, the Government of the Northwest Territories Strategic Plan on French Language Communications and Services, the Standards and Operating Plans for French Language Communications and Services, as well as the Health and Social Services Authorities' mission and values.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. French Language coordinators may also maintain and coordinate local and regional relief staff where required.

Located in Yellowknife and reporting to the Strategic Lead, French Services,, the French Services Coordinator (Coordinator) is responsible for coordinating the direct, referral,



interpretation and

translation services of the NTHSSA to ensure that French-speaking clients have access to health and social services in French and that access to information in French allows them to make informed decisions regarding their care and well-being.

This position is responsible for ensuring consistency in services being delivered in French within the Authority and throughout the HSS system. This includes coordination of training, interpretation, and client response processes; monitoring and reporting on implementation of French services, and identifying corrective action as required; providing guidance when assessing need for designated bilingual positions; working with staff to ensure all appropriate public information is available in both English and French; and providing compliant, efficient, and effective management of concerns. The incumbent's recommendations will have a direct impact on the delivery of French services in the Authority.

The Coordinator will identify staff who can deliver direct (either immediately or by referral) services in French; will coordinate training sessions for new and existing staff on how to conduct an Active Offer; coordinate interpretation services for health and social services providers who cannot communicate directly with the patient or client in French; inform French-speaking patients or clients of the services available in French; and, upon request, act as an intermediary between health and social services staff and clients to offer services in French.

Additionally, this position will coordinate the Authority's French Language Service initiatives and will be accountable for the development and implementation of a French language services plan in collaboration with the Department of Health and Social Services (DHSS). This will require the incumbent to provide expert advice on French Language Services development to senior management in the Authority and the DHSS.

The Coordinator is responsible for the communication and promotion, internally and externally, of the Authority's commitment to the GNWT Standards for French Language Communications and Services and how it relates to effective service delivery.

The incumbent will work closely with the Department of Health and Social Services and other French Language Service Coordinators throughout the system.



RESPONSIBILITIES

1. Participate in the development and delivery of the Authority's Annual French Language Service Plan (FLSP) in accordance with the HSS System French Language Service (FLS) Operating Plan.

- Inform the development and implementation of the Authority's Annual French Language Services Plans in collaboration with French language coordinators from across the NTHSSA.
- Assess and propose changes to programs and services in terms of their impact on the Operating Plan and ensures that such changes take into account French service delivery and communication requirements.
- Implement evaluation systems and procedures to track, monitor, assess and report on current FLS capacity, requests and the overall effectiveness of the Operating Plan.
- Liaise regularly with Authority staff to ensure that delivery of French Language Services is incorporated into the Authority's planning process.
- Provide recommendations to address gaps identified in the planning or monitoring process.
- Oversee, monitor and report on funding for French language services provided by the DHSS to the NTHSSA as outlined in the Memorandum of Agreement for the delivery of French Language Services.
- Track, investigate and recommend action with respect to complaints related to French language service delivery from the public or the Official Languages Commissioner.
- Report on French Language activities as required.
- Participate in an annual review of the Authority's FLSP and implementation progress.

2. Facilitate the implementation of the Authority's FLSP in collaboration with health and social services providers.

- Coordinate Active Offer of services, including the delivery of training, installation of signage and promotion.
- Coordinate the delivery of French Language Training including Active Offer training for receptionists, admitting clerks and staff at other primary points of contact; refresher language courses and specialized terminology workshops.
- Liaise with Authority staff requiring French translations and the Translators in the Francophone Affairs Secretariat (FAS) who translate all public materials, including written documents, advertising and promotional materials.
- Monitor FLS capacity and requests and work with Senior Management to identify positions that should be designated as bilingual required or preferred.
- Coordination of interpretation requests during regular working hours and ensuring 24 hour availability of services through a third-party provider.



- Develop and maintain an inventory of all bilingual staff in the Authority, their level of proficiency and provide advice on the bilingual bonus policy.
- Provide support to other regions within the NTHSSA to ensure adequate French language service capacity is maintained.

3. Develop and maintain tools to monitor and support French language service delivery.

- Develop tools to track and monitor requests for FLS.
- Develop and implement mechanisms to identify and improve service for patients and clients and ensure that they are aware of services being offered in French and encourage them to actively request services in French.
- Ensure all communication materials intended for public consumption (print, web, audio, video) are available in French when required.
- Ensure all forms required for delivery of services or collecting of information are available in French and meet requirements under the *Official Languages Act*, and the *Health Information Act*.
- Participate in professional development activities, workshops and resource development activities.
- Assist clients with the completion of forms when language is a barrier for the client.
- Provide guidance on programs and services, including use of on-line services and information.

4. Work with local/regional stakeholders to identify priorities and develop communications initiatives.

- Work with regional staff to support the ongoing implementation of the GNWT Strategic Plan for French Language Communications and Services and the HSS Services French Language Services Operating Plan.
- Facilitate effective working relationships between NTHSSA, Francophone Community and French-speaking clients. Francophone schools and French immersion programs, as well as third-party service providers in order to increase awareness, education and outreach.
- Work in collaboration with the Manager of Official Languages and French Language Services Coordinators in other Health and Social Services Authorities to share best practices and to ensure consistency in the implementation of GNWT Standards for French Language Communications and Services.
- Participate in the HSS System FLS Coordinators Committee.
- Collaborates with the Certified Medical interpreter at Stanton Territorial Hospital, Translators in the FAS, third-party interpreters and Translators as needed.
- Coordinate communication strategies to provide clear guidance and promote the requirement for French Language Services within the Authority, including Active Offer.



- Coordinate interpretation services during public consultation and/or facilitate separate consultation with the francophone community.
- Track local and regional events related to Health and Social Services to ensure system awareness and appropriate language service availability to support public interface with the NTHSSA, the Northwest Territories Health and Social Services Leadership Council and the Regional Wellness Councils.

5. Track, monitor, assess and report on the Authority's FLSP to ensure compliance with GNWT policies, standards and objectives.

- Responsible for implementing tools and procedures to monitor and evaluate services offered requested and delivered.
- Effectively monitor service delivery, ensuring procedures and standards are followed.
- Work closely with Authority and third-party service providers to ensure continuous improvement of service delivery and best practice.
- Reporting on quality and volume of services requested and offered on a monthly and annual basis.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will be required to travel a few times per year for meetings or training sessions, and may be required to travel to other regions to address reduced capacity.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the *Official Languages Act* and the GNWT Standards for French Language Communications and Services.
- Knowledge of DHSS and NTHSSA mandate, vision, mission, organization structure and services standards.



- Knowledge of policies, standards and legislation that govern the delivery of health and social services to residents of the NWT.
- Knowledge of the Francophone Community and organizations, including the relationship with the Government of the Northwest Territories (GNWT), available programs, current concerns and service expectations.
- Knowledge of services provided by NTHSSA and its partners, as well as delivery techniques (including timing, method and eligibility).
- Knowledge of tracking, monitoring and reporting requirements and methods.
- Ability to work in a collaborative manner with multiple disciplines and groups and the ability to work independently with minimal supervision.
- Ability to work with others to education patients and their families (where applicable) on services and care options.
- Verbal and written communication skills in both English and French.
- Customer service skills that include tact, diplomacy and discretion, and a client-focused orientation.
- Ability to actively listen to client concerns in a non-judgmental fashion.
- Computer skills including the ability to work with a wide range of computer applications including Microsoft Office and SharePoint.
- Facilitation and presentation skills.
- Ability to work to deadlines and manage frequently changing deadlines.
- Ability to build and maintain a good working relationship with stakeholders including GNWT staff, Francophone community, third-party service providers, non- governmental organizations and advocacy groups.
- Ability to effectively represent the Authority and its position accurately and professionally.
- Negotiation skills to express and defend the views of the HSS system while advocating for the client.
- Knowledge and skill in evaluation and analysis methodologies.
- Ability to use virtual technology and video-conferencing is an asset.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's degree with three (3) years of experience in the public sector, preferably in a health or social services delivery setting; OR,

A Relevant diploma and four (4) years of experience.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French Language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous Language:

- Required
- Preferred