

## IDENTIFICATION

| Department                                                 | Position Title                       |                                          |
|------------------------------------------------------------|--------------------------------------|------------------------------------------|
| Northwest Territories Health and Social Services Authority | Employee Wellness Program Specialist |                                          |
| Position Number                                            | Community                            | Division/Region                          |
| 48-17349                                                   | Yellowknife                          | Talent and Organizational Development/HQ |

## PURPOSE OF THE POSITION

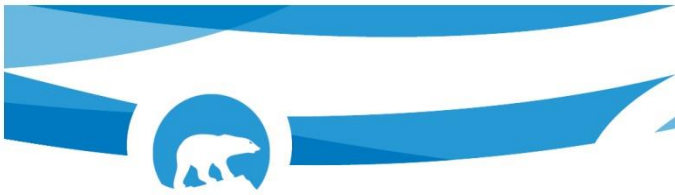
The Employee Wellness Program Specialist is responsible for planning, researching, designing, and implementing strategies and programs to assist the Health and Social Services (HSS) System in recruiting, retaining, and developing qualified employees for the HSS System. This role aims to create and maintain comprehensive, evidence-informed wellness programs that improve organizational health, enhance team cohesion, and address and support individual well-being.

## SCOPE

The Employee Engagement Program Specialist (Specialist) reports directly to the Manager, Strategic Learning and Talent Development, located in Yellowknife.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tlcho 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 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.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines, and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines, and policies established by the NTHSSA.



The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCS, and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities are required to provide a quality, integrated Health and Social Services system for the NWT. The Talent and Organizational Development Division is the key directorial for the HSS System by establishing and being accountable for the Health Human Resource Plan and Recruitment and Retention Strategies for the entire system.

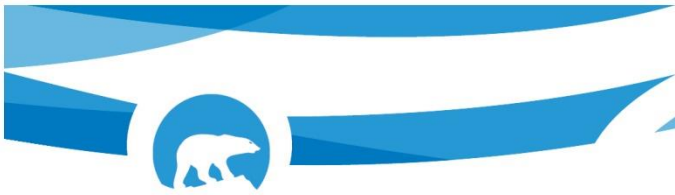
Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy. As part of this transformation, the HSS System has established two executive structures to support integration and alignment of the NWT HSS system. The Cross Sectional Leadership Committee (CSLC) is representative of executive level management (Assistant Deputy Ministers and Executive Directors) from the DHSS and the three NWT authorities. The CSLC is focused system-level workforce and operational processes for the NWT HSS System and the performance results they yield. The CSLC reports to the DM/CEO forum which is focused on the strategic advancement of the HSS System by providing direction and leadership to improve the quality of health and social care service deliver to NWT residents.

The Talent and Organizational Development Division is accountable to the NWT HSS System's Cross Sectional Leadership Committee and CEO/DM forum. The Division is accountable and must lead the overall health and social services system workforce planning, as well as develop and implement a human resource framework and action plan so that the HSS System has the people and talent it needs to deliver health and social services effectively to the people of the NWT.

There are unique challenges associated with attracting and retaining a full complement of staff in the HSS System which accounts for over 25% of Government of the Northwest Territories (GNWT) employees. This includes national and international competition for key professions, a dynamic professional environment driven by changing technologies and population health pressures, and the difficulty of attracting professional staff to remote northern communities.

The Employee Wellness Program Specialist leads and manages the employee wellness strategy-related agenda within the HSS system, including leading the health human resource change management projects.

The incumbent supports the Manager, Strategic Learning and Talent Development in obtaining senior leadership buy-in for the wellness strategy and associated initiatives through the design, promotion, implementation, and effectiveness of employee wellness initiatives.



The position ensures employee wellness programs, including strategy development, program planning, survey design and execution, data collection, report preparation, and communications, are effectively planned, organized, and delivered in keeping with GNWT and Health and Social Services acts, policies, procedures, and guidelines, and establishes and maintains effective communication linkages and works with staff within the division, across the HSS system and with internal and external stakeholders.

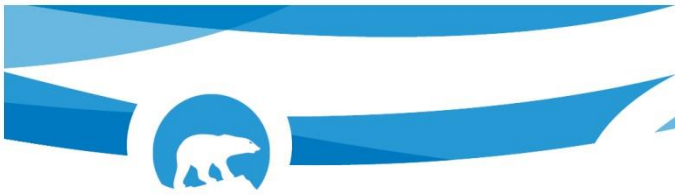
## **RESPONSIBILITIES**

### **1. Develop a sustainable employee wellness framework and priorities to support the recruitment, retention, and well-being of health and social services staff.**

- Responsible for the development, implementation, and execution of the HSS System Employee Wellness Strategy, framework, and action items.
- Contributing partner and lead on organizational strategic planning of employee wellbeing initiatives.
- Collaborates with and provides strategic advice to management and Senior Leadership teams to identify short- and long-term retention needs.
- Proactively develops strategies and provides advice, analysis, and information toward developing and implementing appropriate employee well-being and retention initiatives to support a stabilized workforce.
- Plans, communicates, and project manages the implementation of recruitment, retention, and well-being programs.
- Maintains current knowledge and up-to-date best practices in health human resources change management initiatives, including employee retention through wellbeing, organizational culture, and morale.
- Provides advice and direction on findings within the HSS System and solicits feedback and input for the development and execution of the employee wellness framework and action items.

### **2. Employee Health, Wellness, and Retention Strategies and Programs**

- Ensures consistency and coordination within strategies and programs that assist and support developing and implementing employee retention and wellbeing programs.
- Leads the preparation of employee health and wellness plans and programs to address HSS System needs.
- Develops and defines success criteria and establishes monitoring and measurement processes and practices to assess the value of activities in relation to the development of a sustainable and engaged workforce.
- Develops strategies and provides analysis and advice toward implementing subsequent programs aimed at employee mental, emotional, and physical health.
- Oversees the collection and evaluation of participant data and feedback through various survey and feedback events.



- Analyzes employee feedback and metrics to evaluate programs and levels of employee participation and provides recommendations for improvement.
- Assesses key success indicators to monitor and evaluate the effectiveness of each tactical element and action item.
- Provides best practice information on setting priorities, aligning survey metrics and reporting with deliverable short-and long-term action items, and the development of initiatives to support employees in achieving health and wellness goals.
- Provides expert guidance, coaching, and mentorship using the information to create meaningful solutions for continuous improvement and system-wide priority setting.
- Responsible for successfully executing action items outlined within the Employee Wellness Strategy.

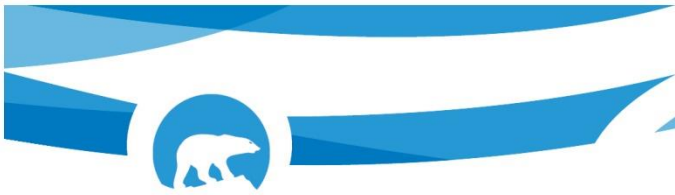
### **3. Collaboration and Relationship Management**

- Liaises with HSS system stakeholders to develop and foster a positive employee culture.
- Provides strategic HR advice and system-wide direction on employee well-being activities, trends, and best practices to the management and senior leadership team.
- Collaborates with organizational team members, leadership, and subject matter experts to identify gaps and contributing factors inhibiting the execution of preventative health maintenance programs and develops employee-focused strategies and best practices that support individuals' personal well-being and organizational retention.
- Liaises with HSS staff and leaders to understand what is of most value to them in their relationship with the organization and strategically align initiatives related to long-term retention planning.
- Reviews and reassess assumptions, insights, and data on a regular basis with key stakeholders and external partners.
- Consults with subject matter experts to gather insight and data that will contribute to developing a sustainable framework and multi-year plan.
- Leads the implementation of employer wellness activities, including facilitated focus groups and individual meetings with key stakeholders as part of the wellness framework and action plan development.
- Co-ordinates and liaises with external vendors and contracted partnerships to promote wellness programs and arrange events, workshops, and seminars that promote work life harmony.
- Maintains and supports communication plans and objectives consistent with the HSS System HR Plan.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.



### **Environmental Conditions**

Work is conducted mainly in an office environment; however, the position may require travel to hospitals, health care centres, airports, and various social settings.

### **Sensory Demands**

No unusual sensory demands.

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge and skills to effectively align strategy, people, performance, and culture.
- Knowledge of health and wellness concepts and skills to design and execute effective programs.
- Ability to link Health Human Resources with Business Strategy.
- Ability to coach, guide, and counsel leaders and team members across all levels of the organization.
- Experience with behavioral and cognitive assessments, metric analysis, and aligning results with the key drivers of workplace wellbeing.
- Demonstrate good judgment, discretion, and sensitivity to confidentiality.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to consider diverse literacy levels when developing documents and resources.
- Demonstrated motivational, creativity, event management, and interpersonal skills.
- Ability to effectively facilitate in-person training and development sessions.
- Time management, ability to work with urgent deadlines, and attention to detail are critical.
- Demonstrated motivational, creativity, and event management skills.
- Demonstrated problem-solving skills, and resourcefulness with a high degree of initiative and business acumen.
- Ability to work effectively in a team-oriented and matrix-led environment.
- Ability to measure their own effectiveness and demonstrate value.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, cultural awareness, safety, and sensitivity in the workplace.

**Typically, the above qualifications would be attained by:**

A Bachelor's degree in Human Resources or Health Sciences (psychology, counseling, social work, nutrition, nursing, or other health-related field) and five (5) years of progressive work experience in wellness program development.

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:** Select Language

- ☐ Required
- ☐ Preferred