



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Strategic Recruitment Specialist	
Position Number	Community	Division/Region
48-7675	Yellowknife	Talent and Organizational Development/HQ

PURPOSE OF THE POSITION

The Strategic Recruitment Specialist is responsible for leading, planning, researching, designing, implementation, collection, strategic analysis and interpretation, and presentation of recruitment and retention data and initiatives. As well, this position provides expert analysis and recommendations to ensure informed decision-making and continuous improvement related to the recruitment and retention of health and social services professionals within the Northwest Territories Health and Social Services System.

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 Tłıchʔ 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 HSS professionals.

While the Tłıchʔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will 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 as 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 Health and Social Services (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 System 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 delivery to NWT residents.

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. Recruitment and retention of HSS professionals is a constant challenge in the NWT due to many HSS professionals expected to retire within ten years, competition for HSS professionals nationally and internationally, a dynamic professional environment driven by changing technologies and population health pressures, and the difficulty of attracting professional staff to remote northern communities. Innovative, well-informed, and targeted initiatives and programs are essential to ensure the HSS system has the capacity to deliver health and social services throughout the territory today and in the future.

The Talent and Organizational Development Division is accountable to the NWT HSS System's Cross System 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.

Located in Yellowknife, the Strategic Recruitment Specialist (Specialist) reports directly to the Manager, Talent Acquisition, and is responsible for leading, planning, researching, designing, implementation, collection, strategic analysis and interpretation, and presentation of recruitment and retention data within the Talent Acquisition Unit. This position helps to enhance and provide expert recommendations and advice in support of informed decision-making related to current and future recruitment programs, retention programs, initiatives, promotional and marketing activities, and strategies.

The Specialist leads and coordinates the development and implementation of effective HSS human resource data collection, tools and practices, and trend analysis for other work done within the division, the HSS system, and Canadian and international health and social services professions and systems, to enhance the recruitment and retention of current and future health and social services (HSS) employees.

The position provides a sound statistical platform for evaluation and monitoring of HSS human resource (HR) activities, programs and information, and develops valid trends and relevant statistical analysis. The accuracy and timeliness of metrics, statistical data and analyses are critical to the HSS system by supporting senior management through informed decision-making.

The position ensures activities 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. Oversees and leads the application and continuous improvement of statistical methodologies and analytical techniques to provide expert strategic analysis, advice, and reporting on HSS System recruitment and retention data and trends, to enhance current and future recruitment and retention programs, strategies, policies, and initiatives.

- Oversees and leads the statistical and analytical analysis of recruitment and retention data and performance measures/outcomes for the organization.
- Leads the coordinated gathering of metrics and data related to HSS System recruitment and retention, often in direct collaboration with senior management and/or senior advisors.
- Establishes and maintains data collection systems, databases, monitoring systems, and integration methods within the HSS human resource network to ensure compliance with reporting needs.
- Leads and initiates best practices, process improvements, and reporting mechanisms for determining HSS recruitment and retention metrics, including initiating continuous improvement in collection techniques for data from traditional and non-traditional sources.
- Delivers expert knowledge in recruitment and retention data trends and performs data analysis, interpretation, and dissemination to identify emerging issues related to HSS System recruitment and retention.
- Identifies unique opportunities for strategic analytics and performance measurements to middle and senior management by analyzing outcomes-based data trends, researching best practices, collaborating with communities of interest, and connecting with subject matter experts.
- Collaborates with staff in other departments to compare data and identify trends and opportunities.

- Leads in the development, design, analysis and interpretation of surveys and program evaluations.
- Responsible for the collection of information on a cyclical basis, which is used for system-wide health and social services programs and service delivery planning. Oversees the provision and distribution of sound information and advice to management through accurate identification of issues, appropriate consultation, quality assurance, and development of comprehensive options and practical solutions.
- Collaborates with and provides strategic advice to HSS system managers to identify long-term and short-term workforce needs.
- Proactively develops strategies and provides advice, analysis, and leadership towards the development and implementation of appropriate recruitment initiatives to fulfill HSS system needs.
- Conducts workforce needs assessments in collaboration with HSS management.
- Organizes and summarizes data and information for inclusion in HSS System scans, reports, and briefing notes.

2. Leads the HSS System's research, analysis, and interpretation of territorial, provincial, and national labour markets to enhance HSS System planning, policies, and initiatives.

- Required to be up-to-date on current knowledge of national and international HSS labour markets, relevant legislation and best practices.
- Utilizes data to assess, analyze, and monitor socio-economic issues, identify labour market trends, impacts, and challenges.
- Leads the collection of labour market information and potential challenges from HSS System, local, regional, territorial, provincial, and national labour market stakeholders, program experts, and partners.
- Analyzes socio-economic development, HSS human resource trends, challenges, and stakeholder demands across the Northwest Territories (NWT) to provide expert advice to senior management on how to address gaps and better align health and social services human resources to address identified system gaps and program delivery concerns.
- Responsible for developing and maintaining an effective network of contacts and maintains a positive internal and external relationship with federal, territorial, and provincial governments to share information, discuss, and consult on new or complex issues and concerns, and identify new sources of labour market information.
- Guides the HSS System in identification of current and future hard-to-fill positions.
- Develops recommendations to improve sources of information, tools, systems, and information collection techniques, based on external resources.

3. Provides technical expertise in information systems and databases required to enhance the analysis and interpretation of recruitment and retention data.

- Designs and develops data collection systems, methodologies, and standard operating procedures for the collection of throughout the whole HSS System (excluding HRHSSA).

- Analyzes statistical information and monitors, verifies, and evaluated the quality, integrity, and consistency of the data from databases and surveys related to HSS System recruitment and retention.
 - Advises division and senior management on effective and efficient methods to captures, store, and retrieve statistical information.
 - Provides expert recommendations to HSS management and staff in the development and implement evaluation and accountability framework, surveys, questionnaires, etc.
 - Liaises with the NWT Bureau of Statistics, the Department of Finance, and other GNWT departments and other federal/provincial/territorial departments regarding technical issues, initiatives, and best practices.
- 4. Provides advice to the Talent and Organizational Development Division to enhance and continuously improve upon recruitment and retention programs and strategies.**
- Provides expert advice on hard-to-recruit positions to hiring managers and divisional staff.
 - Responsible for the analysis and interpretation of marketing and promotion data tracking and metrics.
 - Provides workforce and labour market data and analysis to help enhance recruitment programs, initiatives, and strategies.
 - Provides expert analysis on strategic retention data and trends in support of HSS retention programs and initiatives.

WORKING CONDITIONS

Physical Demands

Normal office environment.

Environmental Conditions

Normal office environment.

Sensory Demands

Normal office environment.

Mental Demands

Normal office environment.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of trends and developments in recruitment and retention initiatives for careers in health and social services.
- Knowledge of economic and sociological, quantitative, qualitative and statistical analysis and forecasting.
- Project management skills, including organizational and time management skills..
- Analytical and research skills.

- Knowledge of programs and services that currently support health recruitment.
- Knowledge of northern culture and environment and its impact on programs and services.
- Knowledge of relevant legislation and policies including *Access to Information and the Protection of Privacy Act*.
- Knowledge of HSS recruitment and retention challenges.
- Knowledge of HSS System, territorial, and national labour market challenges, opportunities, and initiatives.
- Human resource planning and evaluation skills.
- Knowledge of electronic data management programs and tools.
- Ability to work effectively with diverse personalities, cultures and interests.
- Ability to communicate, both orally and in writing with a variety of stakeholders and cross-cultural environments.
- Knowledge and application of computer software and systems.
- Team orientation and ability to effectively collaborate with others.

Typically, the above qualifications would be attained by:

A Bachelor's degree (in Social Sciences, Business, Human Resources, Economics, or other degree with an emphasis on statistical research) or equivalent, and a minimum four (4) years of progressive experience in a human resources or labour market environment with a focus on data management, labour market trends, workforce planning, and/or statistical analysis.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ 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