



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Executive and Indigenous Affairs	Regional Coordinator, Governance and Service Integration	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
11-11712	Yellowknife	Governance and Service Integration

## **PURPOSE OF THE POSITION**

The Regional Coordinator, Governance & Service Integration (GSI) is responsible for supporting regional implementation of service integration by facilitating cross-sector collaboration and alignment to create the conditions for change in the way services are delivered to residents of the NWT. The incumbent will act as a steward for change for service integration by developing strong strategic partnerships across the GNWT, as well as with Non-Government Organizations, Indigenous Governments, Municipalities, RCMP and others involved with service delivery and support. The incumbent will work closely with the GSI Division and ISD program in Yellowknife to lead implementation initiatives such as change management process, monitoring and evaluation strategies, data collection, training, communications, identifying and addressing policy barriers, and leading a cultural shift in service delivery.

## **SCOPE**

Reporting to Sr. Advisor Change Management, the Regional Coordinator, GSI is based in Yellowknife and is the regional strategic lead for driving systems level change to support service integration. They will be responsible for working with partners, including ISD-YK, to develop and implement a shared vision of service delivery that is strength-based, person-centred, trauma-informed, culturally safe, evidence-based, and anti-racist.

In support of a shared GNWT Departments' and Agencies' commitment to improving the delivery of services across sectors to NWT residents, the Regional Coordinator, GSI will lead the implementation of key initiatives to drive service integration by providing change management expertise, facilitating the establishment of inter-sectorial collaborative structures, participating in problem solving and barrier reduction, and escalating systemic systems levels barriers to the GSI Assistant Deputy Ministers Committee. This position will also support data collection and evaluation of service integration initiatives including service provider and user experiences, and systems level changes and strategies to support integration. The incumbent



works individually and concurrently on multiple projects of varying complexity that include service integration, Anti-Poverty efforts, NGO supports, Food Security, and issues of homelessness. The incumbent acts as a resource to staff, regional agencies and government departments, providing collaborative solutions that improve communication and build trusting relationships. They will be the main point of contact for guiding service integration in Yellowknife.

Service integration is a way of working designed to address and prevent complex social issues to lead to greater equity in service delivery. It is a fundamental shift in the way the GNWT deliver services, and the incumbent is a key leader working to address challenges to systems change. The end goal of service integration is a system where residents receive better services across all sectors. Integration aims to breakdown silos, reduce duplication of effort, improve sharing of knowledge and lead to better results for community members. It is the process of changing the way services are delivered to create a more comprehensive and cohesive service system that places residents' needs at the centre.

Staff in the Governance & Service Integration division, including the Regional Coordinator, GSI will model and promote integration through the shift in organizational culture towards person-centered service delivery in an effort to achieve equitable access to services, timely and coordinated services, measurable outcomes and increase self-sufficiency, and enhanced relationships among service providers. GSI staff will also adhere to the principles of equity, cultural safety, and anti-racism, support personal choice and decision making, reconciliation, accountability, and relationship-based approaches. As a center for learning and innovation, this group of change-makers is responsible for driving this change across the system.

## **RESPONSIBILITIES**

### **1. Leads, facilitates and implements systems level transformative solutions to support service integration in the region.**

- Work with government departments and agencies through the use of principles of change management, quality improvement, and systems thinking to support the implementation of service integration in the region.
- Employ critical thinking and translation of best practices to identified barriers and challenges to service integration together with stakeholder groups to improve programs and services.
- Facilitate stakeholder and asset mapping to identify deep and systemic interdependencies across content areas.
- Support the work of the GSI division by identifying and resolving potential risks, challenges and resistance associated with the organizational and cultural shifts associated with service integration.
- Work in partnership with regional stakeholders, including ISD-YK, to test integration initiatives, monitor outcomes, and collect appropriate data for quality improvement.



- Work collaboratively with various GNWT departments and local NGOs to ensure training meets staff needs and is provided regularly.
  - Demonstrate systems/critical thinking to identify issues, design and support the implementation of effective processes.
  - Use principles of change management, quality improvement, and rapid learning to support system improvement in co-located environments.
  - Use quality improvement methods to translate best practices into improved programs and services for NWT residents.
  - Monitor and report on key learnings to inform phases of the design process of initiatives, especially in areas that are typically unseen or undervalued.
  - Support the division, Manager ISD-YK, Director, and/or the directorate through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.
- 2. Promote a positive organizational culture and support continuing growth and collaboration among staff, community partners, and service users.**
- Establish and participate in local, cross-jurisdictional communities of practice to enhance training, knowledge translation, share innovation and encourage inter-sectorial collaboration.
  - Regularly convene community experts and project teams to work across silos, confront complex problems, develop shared priorities, and make sense of their wider work together.
  - Communicate how place and context impact well-being and change management initiatives.
  - Facilitate information sharing and lessons learned across departments, programs, and regions.
  - Facilitate spaces where people can come together across differences and make common sense of experiences that are often difficult to see and interpret individually.
  - Assist with positive dispute resolution and constructive conflict management.
  - Prepare documents and reports as required to capture and share information.
- 3. Supports and implements the development of training programs to enhance skills and guide individuals towards change management initiatives to support service integration.**
- Inform the design and lead the implementation of initiatives and methods that intentionally build community and coordinate collective action across organizational boundaries.
  - Support the design and implementation for training and workshops to support change management processes and service integration implementation.
  - Research, develop, and implement ongoing learning opportunities to enhance training in content and delivery.



- Implement customized training solutions and materials by developing workshops, in-service sessions, briefings, presentations to promote projects and approaches that support integration.
- Work with GNWT departments, staff, and other relevant stakeholders to coordinate training with other departmental initiatives and key activities.

**4. Manages required projects, procurement, and reporting.**

- Administer and manage procurement process as per the Grants and Contributions policies.
- Support the Sr. Advisor, Territorial Director, and/or other GSI staff through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.
- Manage projects and initiatives to ensure they are meeting stated deadlines, budget requirements and deliverables.

**5. Upholds values of public service excellence and person-centred service delivery and supports the priorities of EIA, the GSI division and regional government service offices.**

- Complete correspondence, reporting and briefing notes to increase accountability and transparency.
- Collect and manage systems level data to support lessons learned through the integration process.
- Contribute expertise and represent EIA and the GSI division in internal and external forums, public participation activities, and priority-setting discussions to identify issues and innovative actions required to transform and integrate services.
- Establish and/or participate in local and cross-jurisdictional communities of practice to enhance training, knowledge exchange and translation, scaling, and sustainability of key initiatives.
- Develop an awareness of individual positionality within the work, and a commitment to the necessary and ongoing inner and organizational work required to show up meaningfully with humility.
- Showcase a growth mindset and navigate discomfort with curiosity and confidence.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.



### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The position engages in topics that include interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization.

The incumbent may be exposed to numerous interruptions, unknown factors, uncontrolled workflow and competing demands that would cause disruption in carrying out duties in a timely manner on a daily basis. The requirement for concentration and attention to detail can cause mental and emotional fatigue and strain.

Travel to NWT communities may be required.

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

- Able to self-motivate, work independently, and have detail-orientation skills.
- Ability to take initiative, and responsibility in meeting deadlines; and make progress without direct supervision.
- Analytical and problem-solving skills with the ability to think strategically and develop innovative solutions to complex challenges.
- Knowledge of person-centered service delivery principles and best practices in integrated service delivery.
- Knowledge of health and social well-being, factors affecting community, family and individual health and well-being in the NWT.
- Knowledge of geographic and cultural needs of people in the NWT, understanding how community and culture impact the delivery of fundamental services.
- Knowledge of and/or the ability to acquire and apply knowledge of government systems within the NWT, including programs, delivery models, and the socio-political and cultural environments.
- Knowledge of and/or the ability to acquire and apply knowledge of Indigenous and Western monitoring and evaluation principles and techniques.
- Knowledge and skills relating to public participation, continuous quality improvement, and project management methodologies.
- Ability to navigate controversial and sensitive topics while encouraging a growth mindset for all learners.
- Ability to adapt and be flexible in recognizing the diverse learning needs and preferences of Northern participants.
- Ability to maintain an understanding of Cultural Safety and Anti-Racism frameworks.



- Ability to maintain an understanding of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Ability to build and maintain working relationships with colleagues and external partners in order to communicate program information, elicit and respond to input and feedback, and facilitate and implement change.
- Computer skills including word processing software, spreadsheets, email and Internet.
- Communication, writing and presentation skills including facilitation techniques.
- Organizational and time management skills.
- Ability to think analytically, strategically and conceptually.
- Ability to work in small and large groups and function independently.
- Ability to prioritize to meet changing demands.
- Ability to work with compressed deadlines and multiple deliverables.
- Ability to challenge longstanding norms that perpetuate inequities within the workforce.
- 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 in a social or health-related discipline, communications, public administration, or policy, and 2 years related 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:** Select language

- Required
- Preferred