IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Regional Manager, Income Security Programs	
Position Number	**Community**	**Division/Region**
71-430	Fort Smith	South Slave Region

PURPOSE OF THE POSITION

The Regional Manager, Income Security Programs, is responsible for the management and delivery of Income Security Programs, specifically: Income Assistance for Adults, Income Assistance for Seniors and Persons with Disabilities and the Senior Home Heating Subsidy programs to Northwest Territories residents in meeting their socio-economic needs while maintaining their health and dignity, and to ensure that clients receive effective and efficient services.

SCOPE

Reporting to the Regional Superintendent, the Regional Manager, Income Security Programs (Regional Manager) is located in Fort Smith and is responsible for the overall delivery of the Income Assistance and Senior Home Heating Subsidy programs. These programs assist Northwest Territories (NWT) residents to meet their financial needs and maintain their health and dignity.

This position holds a statutory appointment under the *Social Assistance Act* and delivers Income Security Programs in accordance with NWT legislation, policies, guidelines, and established procedures. The position also works in an unregulated environment that is guided by program guidelines and broad direction from the Legislative Assembly.

The Income Assistance program consists of an annual budget for the NWT of approximately $40 million and the Senior Home Heating Subsidy is $2 million.

Using an approach that provides comprehensive and quality programs and services to assist clients with their individual needs, the Regional Manager promotes the general wellbeing of residents of the region, their communities and their environments. The incumbent is

responsible for working towards social change and reducing poverty for the overall benefit of citizens of the NWT.

It is the responsibility of the Regional Manager to promote an ethical culture in the workplace, to ensure that clients receive professional and appropriate services and those relationships between clients and employees are professional and clearly defined. The Regional Manager must assume a strong leadership role and maintain a close working relationship with regional stakeholders including Education, Culture & Employment (ECE), other Government of the Northwest Territories' (GNWT) departments, Indigenous organizations, Land Claimant Organizations, community governments and residents, employers, industry and related federal government departments.

The Regional Manager manages the delivery of ISPs to 5 communities in the South Slave Region. The Regional Manager directly supervises community-based Client Navigators (Navigators). Leading and supervising these positions is challenging due to the fact that they operate in remote communities and provide services to clients who are frequently challenging and at times hostile.

The Regional Manager must ensure that program standards are maintained while being sensitive to the needs and feelings of both Navigators and clients. The incumbent is responsible for managing the delivery of programs and services; managing client relations and monitoring service level standards; providing leadership and direction to ISP staff in the regional office and in the communities; managing financial and program administration; and managing community relations associated with the program and program delivery.

The incumbent has contract initiation authority of $30,000 and commitment authority of $100,000 on negotiated contracts and contribution agreements.

Failure to provide appropriate services will have a direct and significant personal, financial and political impact. Providing additional or inappropriate benefits will have a significant impact on the program budget, while providing insufficient benefits will directly impact the ability of clients and their families to meet their needs. Delivery of the ISPs can be highly volatile and often leads to political review. The Regional Manager must ensure that appropriate programs and services are being delivered in spite of considerable pressures to provide more or less supports.

The incumbent will be required to pay close attention to detail as there is a great deal of investigative work involved. The incumbent spends a fair amount of time on the telephone and in person interacting with clients, regional partners and stakeholders including Indigenous and community governments and their staff, providing guidance and direction and resolving a wide variety of issues. This often requires a significant amount of tact and diplomacy.

RESPONSIBILITIES

1. **Manages the delivery of the Income Security Programs to ensure the programs are delivered in an appropriate, effective and efficient manner and in accordance with applicable legislation, regulations, policy and guidelines**
   - Oversees regional delivery of the ISPs to ensure effective and efficient program delivery in accordance with legislation, regulations, policies and procedures.
   - Monitors, reviews and evaluates program and service delivery to ensure service level standards are met and that program and service delivery is compliant with applicable legislation, regulations, policies and procedures.
   - Develops and implements regional practices to improve delivery of ISPs and services as it relates to customer service.
   - Communicates with Housing Northwest Territories, Local Housing Organizations, regional staff, and Headquarters concerning issues with the programs.
   - Meets with stakeholders regarding program delivery and issues.
   - Provides regular reports and recommendations to senior management regarding service delivery, policies, regulations and processes.
   - Conducts trend analysis to determine regional client or program needs and makes recommendations on continuous improvement of programs and services.
   - Assists in the preparation of management responses on compliance audits.
   - Responds to inquiries on ISPs. Prepares briefing notes, responds to concerns brought forward from Members of the Legislative Assembly, activity reports and evaluations on program and service delivery.
   - Monitors the Case Management Administrative System (CMAS) and conducts ongoing reviews of information contained in CMAS, including identifying and investigating anomalies.
   - Reviews and evaluates workloads associated with program delivery, sets program goals and timelines and delegates tasks.

2. **Manages client relations to ensure appropriate program and service delivery and develop and monitor service level standards.**
   - Promotes an ethical culture in the workplace to ensure that clients receive professional and appropriate services.
   - Promotes and ensures service level standards are met.
   - Ensures relationships between clients and staff are professional and clearly defined.
   - Ensures client assessment requirements are met and client information is verified.
   - Prepares, processes, and responds to *Access to Information and Protection of Privacy (ATIPP) Act* requests.
   - Reviews client files to ensure appropriate supports and assistance is provided.
   - Monitors, identifies and investigates possible overpayments and initiates recovery actions, fraud investigations and conducts individual review of files.

- Reviews client files and prepares them for further investigation.
- Reviews and makes final approvals/denials of files that may have a conflict of interest with Navigators.
- Reviews cases and caseload with staff to ensure adherence to legislation and policies and ensures appropriate caseload standards are implemented.
- Ensures Navigators are using CMAS to effectively deliver ISP benefits.
- Investigates and mediates concerns expressed by clients experiencing personal problems with Navigators and ISPs.
- Reviews and assists in preparing appeal packages.

3. **Provides leadership, direction and supervision of staff, including Navigators, to ensure that programs and services are being delivered in a consistent and professional manner.**
   - Leads the recruitment and selection of regional ISP staff.
   - Provides mentorship, support and care for Navigators who operate in highly personal, volatile and stressful situations.
   - Travels to communities on a regular basis to provide direction, training and mentorship.
   - Provides expert technical support to community-based staff.
   - Monitors and evaluates staff performance, provides feedback on levels of performance and expectations and implements corrective action as required.
   - Coordinates training of Navigators.
   - Ensures Navigators meet training requirements.
   - Reviews and updates job descriptions to support effective program delivery.
   - Leads regular staff meetings, teleconferences and written and verbal communications.

4. **Manages the financial administration of the annual, regional Income Security budget.**
   - Recommends budgetary changes and adjustments to meet emerging issues and needs.
   - Provides signing authorities for all regional ISP expenditures.
   - Reviews and monitors regional ISP spending authority.
   - Prepares documentation for service contracts, including for rental of community office space.
   - Reviews service contracts for completeness and accuracy and ensures invoices are consistent with the terms of the contract/agreement.

5. **Manage community relations concerning the delivery of ISPs and provide regional and community support and training to facilitate community development and relations.**
   - Makes presentations and provides program updates to community and regional organizations.

- Responds to community issues related to ISPs and payments.
- Works cooperatively with appropriate partner organizations to establish and maintain effective client services and referral processes.
- Meets with community, Indigenous and non-government organizations and government departments to obtain input on how to improve program delivery, design and implementation.
- Promotes and negotiates the delivery and design of ISPs by community groups.
- Works with other agencies to develop methods and strategies for working with the homeless populations in the communities/region.

6. Perform other related duties.

- Assists Regional Superintendent to maintain good lines of communication with client groups and stakeholders thus ensuring informed, prompt and timely responses to opportunities and issues that may arise.
- Supports and promotes the implementation of ECE's Strategic Plan, department wide priorities and initiatives.
- Conducts program and project assessments and participates in special projects as requested.
- Develops work plans, reports, program updates, and briefing notes as required.
- Participates in the Income Assistance Policy Working Group.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

In working at close contact with the public on a regular basis, there is a risk of exposure to communicable diseases

Sensory Demands

No unusual demands.

Mental Demands

The incumbent may be required to travel to outlying communities on a monthly basis, with travel by small aircraft or by vehicle.

The incumbent works in an environment where there are high public expectations, diverse client needs and program responsibilities that require constant attention and action, and pressure to meet deadlines and provide quality service.

This position provides emotional support to community-based Navigators, and uses active listening to resolve/prevent conflict and promote mutual understanding when assisting clients who may present as difficult or agitated.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general contracting protocols to ensure compliance with the GNWT's *Financial Administration Act*.
- Ability to gain knowledge of Income Security Programs including those administered by ECE, other GNWT Departments, other Governments, and agencies.
- Ability to gain knowledge of ISP legislation, regulations, policies and procedures.
- Ability to acquire knowledge of the Region, communities, culture and labour market.
- Knowledge and/or the ability to acquire and apply understanding of the political environment, early childhood development, career development, human resources, adult learning theory and practices and industrial development.
- Knowledge and skill to recommend professional development, training and opportunities to subordinates and to provide daily supervision, mentoring and direction to Navigators.
- Negotiation skills, conflict resolution skills, supervision skills, organizational skills, time management skills, analytical, interpretive, evaluative and investigative skills.
- Ability to organize and direct committees and working groups to plan, manage and evaluate projects, programs and related activities.
- Ability to participate in human resource requirements including the ability to interview, hire and evaluate program staff. In addition, the
- Financial management skills to manage, administer, and control program budgets and to provide financial reporting, advice and direction to supervisor and program delivery staff.
- Skills and abilities in contract management.
- Ability to synthesize information, to recommend, review, evaluate and approve documents, and facilitate the preparation of briefing notes.
- Interpersonal skills, team building skills, verbal communication skills, listening skills and the ability to present views and ideas in a clear and concise manner.
- Ability to write concisely, to express thoughts clearly and to develop ideas in a logical sequence, handle complex oral and written material and exercise discretion in the handling of confidential information.
- Ability to conduct research; interpret Acts, regulations, policies, guidelines; analyze, coordinate, and apply information; and the ability to foster the development of these skills in others.

- Problem-solving ability including the ability to motivate and persuade others, manage conflict, facilitate mediation and compromise.
- Ability to plan and prioritize projects, to work with others in accomplishing assigned work objectives, to deal tactfully with others, to exercise sound judgment and to adjust to varying or changing situations to meet emerging or changing program requirements.
- Computer skills, including familiarity with window-based programs, word processing, spreadsheet, communications software and basic troubleshooting.
- Ability to develop detailed regional work plans designed to improve the delivery and implementation of ISPs at the regional and community level.
- Ability to gain knowledge of service delivery standards and excellence of client service models.
- Knowledge of how to conduct investigations and reviews.
- Ability to motivate and guide subordinates to work effectively and efficiently in the conduct of their duties.
- 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:

A bachelor's degree in a relevant discipline and three (3) years of directly related experience in the implementation and delivery of Income Security Related Programs, and one (1) year of supervisory experience.

Equivalent combination of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid Class 5 Driver's License is a mandatory requirement.

The incumbent must be able to successfully complete the Income Security Statutory Training and CMAS Training within an established timeframe (1-3 months).

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