



IDENTIFICATION

Department		Position Title	
Education, Culture and Employment		Career Development Officer	
Position Number		Community	Division/Region
71-00014049		Norman Wells	Sahtu Region

PURPOSE OF THE POSITION

The Career Development Officer delivers and promotes career development, labour market, employment and training programs and services that maximize employment and education opportunities for clients within the Region. Programs and services are delivered in accordance with Government of the Northwest Territories legislation departmental policies, program guidelines, and the departmental directive for career development to ensure accountability and results.

SCOPE

Located in Norman Wells and reporting to the Regional Manager, Career Development, the Career Development Officer will coordinate, monitor, develop and implement Labour Market and Career and Employment Development programs and services to ensure the delivery of appropriate, quality, cost effective programs and services to residents of the Sahtu Region.

The incumbent may have expenditure authority up to \$25 thousand as outlined as individual program guidelines and policies and may negotiate commitments and contributions in excess of \$25 thousand per client. The incumbent also has Revenue authorities up to \$25 thousand dollars.

The duties of this position are carried out in accordance with the Financial Administration Act, Government Contract Regulations, and GNWT policies such as the Business Incentive Policy, Canada -NWT Agreements, Departmental policies, directives and procedures. Exercising a wide degree of latitude the incumbent is responsible for interpreting and applying these Acts and policies in a wide variety of situations to meet the needs of applicants.

RESPONSIBILITIES

- 1. Administer and deliver a broad range of and career and employment development programs including, but not limited to, Labour Market Development Agreement, Workforce Development Agreement, Northwest Territories Nominee Program, Small Community Employment Supports Program, Apprenticeship and Occupational Certification, Schools North Apprenticeship Program, Wage Subsidy Programs (Trades and Occupations), Community Literacy Programs, Individual Skills Enhancement, and Employment Insurance Benefits and Measures (Self Employment, Skills Development, Employee Training Program, and Employment Assistance Services).**
 - Administer and deliver Department programs and services (see above) under guidelines and legislation
 - Promote programs and services to community groups, industry, employers, students, apprentices and potential apprenticeship candidates
 - Negotiate, monitor and evaluate proposals, program (service) contracts and contribution agreements, ensuring relevant documentation is included
 - Assist applicant organizations with the development of training plans and, if requested, selection of trainees
 - Provide guidance and advice on training techniques to trainees and supervisors
 - In collaboration with regional stakeholders, participate in planning and coordination of regional initiatives in accordance with GNWT legislation, and departmental policies
 - Deliver and administer grants and contribution programs to support community-based language, literacy, educational, and employment related initiatives
 - Provide advice and /or assistance on program legislation, policy and guidelines when required and keep employers/contractors/clients apprised of changes
 - Monitor client training to ensure employers and clients are adhering to requirements
 - Coordinate and deliver the Labour Market Development Agreement employment programs and services based on the goals of the active employment measures outlined in Employment Insurance Legislation. These measures include, but not limited to, career assessments, employment and career counselling and education training and employment programs
 - Deliver employment services functions which include; services that determine the level of employment support that clients require to secure work (referred to as service needs determination), employment counseling and job placement services
- 2. Provide career and employment development services to clients.**
 - Provide employment and career counseling by reviewing client histories, goals and assessing employment needs
 - Assist clients to develop career and education plans and strategies for meeting their goals
 - Assist clients to utilize other agencies, institutions, support groups and use of labour market information

- Provide comprehensive case management services to clients for assessment, evaluation and follow-up
- Assist clients with career planning, job research, and job maintenance skills
- Provide group career counseling and individual counseling to clients
- Participate in needs determination assessments and diagnostic assessment
- Develop and deliver information sessions to clients on a variety of departmental services and programs
- Provide as/when requested, labour market information to communities, organizations and private/public sector

3. Participate and contribute to the ongoing effectiveness of regional/community programs (regional partnerships/community learning networks).

- Promote Departmental programs and services to community groups
- Develop and deliver information sessions on departmental programs to community groups, schools and organizations on occupational choices, resume writing, job search, etc.
- Build and foster effective relationships with key community partners to ensure coordination of programs and services
- Support strategic planning for labour market development at the community level
- Coordinate career development opportunities for clients in alignment with community labour market needs
- Build and foster partnerships working toward common labour market goals
- Provide support to community partners to create and implement labour force adjustment initiatives and human resource strategies to address local labour market needs
- Discuss employment and career development with community groups, government departments and organizations assisting in the identification and referral to potential businesses and funding opportunities

4. Promote and participate in Service Centre activities and programs

- Plan and participate in special events such as career fairs, career week, literacy week, apprenticeship and occupational certification week, regional conferences and workshops
- Prepare and deliver workshops on topics, such as career planning, education planning, job search, resume writing, interview techniques, personality assessments, etc.
- Distribute career and labour market information to schools, colleges, agencies, employers and the general public
- Assists clients with access to self-directed tools such as career resource library and computers

5. Administer program information and budgets.

- Manage and control financial and informational aspects of programs within guidelines and policies and following contract requirements
- Participate in the preparation and review of monthly variance reports on program budgets as required

- Provide support for annual program budgets as appropriate to staff and contractors
- Provide monthly financial statements and narrative reports to the Regional Superintendent or designate of Education, Culture and Employment as required
- Enter complete program and client information into the Case Management & Administration System (CMAS)
- Prepare and submit reports to the Regional Manager or designate.

6. Contribute to the growth and effectiveness of the Regional ECE Team.

- Develop and monitor annual work plans based on regional priorities and in concert with other staff activities
- Contribute to the development of territorial tools and resources and the success of regional program committees
- Adhere to code of ethics and demonstrate professional attributes to ensure integrity, honesty, objectivity and confidentiality of services
- Demonstrate a commitment to professional development in order to stay current in practice and to role model values of career development to others.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent in a sitting position with frequent opportunity to move about. The incumbent may spend 1 to 3 hours daily interviewing clients in the office or on external worksites. Occasionally the incumbent may be required to lift materials under 25 pounds. The incumbent may spend 2 to 3 hours monthly delivering presentations.

Environmental Conditions

The Incumbent works in a busy work environment with frequent disruptions which can impact one's ability to concentrate. The incumbent is required to travel via small aircraft and automobile to communities within the region to deliver workshops and attend meetings at a community level. This form of travel can often be hazardous and uncomfortable as it may occur during extreme weather conditions including blizzards and low temperatures (-40 degrees).

Sensory Demands

There is a daily need for the incumbent to concentrate in order to discern issues at hand in the course of duties to be able to respond daily to crisis and pressing situations.

Mental Demands

The incumbent works in an environment where there are daily high public expectations, diverse client needs, and numerous program responsibilities that require constant attention and action. Pressure to meet deadlines daily and provide quality client services places considerable mental fatigue on the incumbent. Dealing effectively with difficult or agitated clients once or twice each month can cause stress. Disruption of personal life caused by monthly travel requirements can cause additional stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of the Certification processes (i.e. trades, apprentices and occupations candidates);
- Knowledge in career development, human resources and adult learning theory and practices;
- Knowledge of current training and employment trends including: GNWT strategic directions; Departmental goals and objectives; strategic goals and direction of local College, Aboriginal groups, and partner departments; and current labour market trends is required;
- Financial knowledge to ensure that the requirements of the Financial Administration Act, Financial Administration Directives, associated procedures and schedules related to processing of financial documents are followed;
- Ability to foster effective relationships with community groups;
- Ability to monitor contracts and contribution agreements, and provide on-going counseling to clients and employers;
- Excellent interpersonal skills, verbal and written communication skills, listening skills and the ability to present views and ideas in a clear and concise manner;
- Ability to develop, deliver, assess, monitor and evaluate training programs, workshops and presentations;
- Ability to provide effective employment and career counseling to students, trainees, apprentices, employers, non-government organizations and members of the public;
- Ability to plan and prioritize objects, to work with others in accomplishing assigned work objectives, to deal tactfully with others, to exercise sound judgement and to adjust to varying or changing situations to meet emerging or changing program requirements;
- Effective analytical, interpretative, evaluation and investigative skills;
- Ability to prepare, monitor and maintain program budgets;
- The ability to effectively utilize computer systems and tools specifically word-processing (Microsoft Word), presentations (PowerPoint), spreadsheets (Excel), CMAS and communications (Email)

Typically, the above qualifications would be attained by:

A Post-Secondary degree in a related discipline such as: career development, social sciences, counseling or Journey Certification in a designated trade, and a minimum of two years directly related experience in career counselling in a service oriented environment.

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