



Located in Yellowknife, the Officer reports to the Manager, Program Development and Stakeholder Engagement and takes the lead in the development and evaluation of external facing WSCC programs assigned to them by the unit manager.

The incumbent is responsible to research, provide recommendations, design and develop programs and evaluation plans, based on the constraints/overview provided by the Manager. The incumbent works with program owners and stakeholders to develop plans that meet their needs while employing best practices in program development for advancing safety culture and service excellence. The Officer will also identify gaps and emerging issues where stakeholder may need programs.

This position is responsible for directly influencing stakeholders, through programming, to adopt effective practices, procedures, techniques, compliance and industry best practices that support workers and employers operating in NT/NU workplaces. This is achieved by developing effective partnerships and providing OHS education expertise and assistance to stakeholders.

## **RESPONSIBILITIES**

### **1. Research, design, and develop programs and evaluation plans**

- Research, analyze, identify, and assess needs for the development of new programs and make recommendations for implementation of appropriate program format to address the needs of program target audiences
- Develop and implement needs assessments to ensure effectiveness, relevance, and timeliness of programs.
- Liaise with stakeholders to identify and define requirements, scope and objectives
- Use existing relevant policies or recommend new policy elements where applicable.
- Develop and implement program evaluation plans that result in metrics for program successes and where improvement is needed.
- Develop program development management plan based on fundamental project management concepts: setting clear objectives, timelines, target audiences, delivery methods, and evaluation strategies.
- Analyze risks and opportunities.
- Work with program owners to identify and develop program competency requirements, including industry and job sector.
- Identify emerging trends and current research in workplace issues and use this information to recommend, design and modify programs.
- Help identify potential partnerships for Program promotion and delivery.
- Work with the Unit Manager to identify and eliminate road blocks
- May represent the WSCC on national initiatives, such as the CALL OHS Young Worker Committee, a national organization that collaborates in producing OHS campaigns geared toward young workers.

## **2. Implement, Coordinate and Evaluate WSCC Programs administered through the Unit.**

- Administer program coordination of WSCC external programs that have no ownership outside the unit.
- Work with Communications to identify focused communications needs and strategies through WSCC external communication channels for program awareness and successful implementation.
- Develop reports and presentations on program objectives, outcomes and metrics to be used and communicated to Senior Management, the Governance Council, and affected stakeholders, on WSCC strategic goals & objectives.

## **3. Program and Project coordination through the lifecycle of Programs run through the Unit.**

- Coordinate program activities, resources, and information
- Work with manager to identify units for program support to break projects into doable actions and set timeframes
- Help prepare budgets when applicable
- Monitor program activities progress and handle any issues that arise
- Communicate project status to Manager and be the point of contact for internal and external stakeholders
- Coordinate quality controls to ensure deliverables meet requirements
- Measure and report on program performance.
- Work with Manager to address legal and contractual concerns (e.g. contracts and terms of agreement)
- Create and maintain comprehensive program documentation, plans and reports
- Conduct quality assurance tests to ensure standards and requirements are met

## **4. Stakeholder Engagement**

- Assist WSCC units in identifying who key stakeholders are in relation to their program or services for the purpose of developing relevant stakeholder engagement plans
- Support the development and successful implementation of stakeholder engagement plans, including detailed tactical delivery plans
- Work with Communications unit in support of WSCC units in identifying requirements for project materials including key messages, Q&A, response lines, briefings and presentations, tailoring messages to specific audiences, to be used across multiple channels including via stakeholders, the media, events and on digital and social media
- Support WSCC units with planning for delivery of surveys, workshops, community working groups, meetings and focus groups
- Facilitate engagement activities; conduct analysis of qualitative data. Identify and source external providers when required.
- Work with the Cultural Safety Officer to determine key issues, how they relate to the relevant communities and what mitigation measures can be implemented to ensure delivery through the lens of cultural safety
- Support and delivery reports, evaluation and analysis of engagement plans.

- Support WSCC units with how to manage stakeholder responses, monitor and analyze feedback from stakeholder engagement, ensuring all contact is logged in the stakeholder engagement database
- Ensure accurate audit trail maintained of stakeholder engagement activities.

## **WORKING CONDITIONS**

### **Physical Demands**

Required to wear personal protective equipment during site visits (i.e. footwear, safety glasses, hard hat, and hearing protection)

Frequency: on occasion

Duration: 4-6 hours per day,

Intensity: low

### **Environmental Conditions**

The incumbent will be required to travel by commercial aircraft, travel by small charter aircraft across the northern sub-arctic regions and vehicle on occasion.

Frequency: on occasion

Duration: 4 - 6 hours

Intensity: medium

### **Mental Demands**

This position requires critical decision making and deadlines which may have financial impacts on stakeholders and WSCC reputation. Decisions have economic and political impacts internal and external stakeholders.

Frequency: daily

Duration: continuous, part of job function

Intensity: medium to high

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrated ability in developing, implementing, and evaluating programs.
- Strong research and analytical skills.
- Ability to develop and establish measurable goals for programs and evaluate for adherence to WSCC strategic plan and quality control.
- Knowledge of fundamental project management concepts.
- Knowledge of NT/NU *Safety Acts, Regulations*, best practices, related codes and how they apply to workers and workplaces.
- Proven experience in public speaking, creating/conducting presentations, developing measurable outcomes, and managing programs.
- Excellent written communication abilities to develop strategies, presentations, guides resources, and tools to support programs.

- Knowledge of web-based development, e-learning methodologies, standards and practices to effectively support and implement programs.
- Excellent computer skills, including the use of Microsoft Word, Excel and PowerPoint
- Ability to work with a variety of computer software, including databases.
- Knowledge of internet and online resources and “digital literacy”.
- Demonstrated ability to establish and promote effective relationships between individuals and/or groups
- Proven conflict resolution and negotiation skills
- Ability to foster, promote and maintain partnerships with a wide demographic
- Ability to work with minimal supervision
- Ability to work with diverse and multi-cultural stakeholders within the NT/NU
- Understanding of change management
- Ability to be adaptable, innovative and creative in addressing emerging needs and finding solutions.
- Valid Class 5 driver’s license

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

Bachelor’s Degree in Education, Public Administration, Communications or related social sciences, with a minimum of 5 years of progressively responsible experience in program development or stakeholder engagement, including 2 years related experience in project management; program development, implementation and evaluation; or stakeholder engagement planning and implementation.

Membership with, or knowledge of, the Canadian Evaluation Society would be an asset.

**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

**Aboriginal language:** To choose a language, click here.

Required

Preferred

**CERTIFICATION**

**Title: Program Development Officer**  
**Position Number(s): 97-9938; 97-7665**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President &amp; CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p>

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**