

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Financial Code	
08-13243	French Language Programs Officer	Manager, French Services (08-10698)	08100-01-1-235-0810010-04-????	
Department		Division/Region	Community	Location
Culture & Heritage		Official Languages (08100-01)	Iqaluit	Qikiqtaaluk

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.
<p>Reporting to the Manager, French Services, this bilingual (French/English) position exists to support the full implementation of the rights of the Francophone population of Nunavut under the territory's Official Languages Act. The French Language Programs Officer will assist in the development of language policies and programs in order to ensure the effective and efficient delivery of French Language Services by the Government of Nunavut (GN). The incumbent will further assist in developing sound communications plans, tools, and strategic initiatives to actively promote French Language Services within the GN and the community. As such, the incumbent will play a strategic liaison role with other territorial institutions, Francophone organizations, the general public and the local French media.</p> <p>The Department of Culture and Heritage (CH) was created to safeguard and promote Nunavut's culture, heritage and languages. As a lead department, there is expectation for every position to support this and implement the mandate. The incumbent is expected to ensure French language and culture are the basis of his/her work.</p>

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?
<p>The French Language Programs Officer provides comprehensive technical and strategic support to the Manager, French Services in developing French language programs and policies that will be conducive to the effective and efficient delivery of French Language Services by the GN, as required by the Official Languages Act of Nunavut.</p> <p>The incumbent will also conceptualize and produce high-quality communications and promotional materials highlighting CH's initiatives to promote, protect and preserve French language and Francophone culture in Nunavut. Furthermore, the incumbent will play a central role in measuring the GN's success in implementing a French Language Strategy under the Official Languages Act by conducting client-satisfaction surveys, attending local AGMs / public meetings, and by liaising with Francophone organizations and the community.</p>

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

The Translations Dispatch Coordinator will provide high quality services to members of the public in their official language of choice and achieve results by:

- ◆ Providing ongoing strategic and technical support to the Manager, French Services;
- ◆ Conducting research and analysis on issues relevant to official language minority communities (OLMC), on best practices in other Canadian jurisdictions for the delivery of French Language Services and, generally, on issues pertaining to La Francophonie;
- ◆ Drafting briefing notes, work plans, reports and other related materials;
- ◆ Preparing an inventory of all French Language Services currently offered by the GN; and
- ◆ Ensuring that records are maintained and data are updated regularly so as to provide information necessary to guide decision-making and policy development.

The French Language Programs Officer will promote French Language Services within the GN and the Francophone community of Nunavut by:

- ◆ Developing sound communications plans, tools and strategic initiatives to build awareness and buy-in and to promote knowledge and understanding of rights and obligations under Nunavut's Official Languages Act;
- ◆ Regularly monitoring and updating the French content of CH's Web site;
- ◆ Ensuring that all CH written instruments directed to or intended for the notice of the public (i.e.: policies, forms, guidelines, etc.) be available in French;
- ◆ Monitoring local and national media regarding French language issues;
- ◆ Monitoring reports and recommendations from the Committees of the Legislative Assembly of Nunavut, the Office of the Languages Commissioner of Nunavut and the Government of Canada (Parliamentary Committees and Officers of Parliament, i.e.: Official Languages Commissioner, Auditor General of Canada, etc.) as they impact Francophones in Nunavut; and
- ◆ Organizing workshops, information sessions and other training opportunities within the GN.

The French Language Programs Officer will play a strategic liaison role on behalf of CH with other territorial institutions, as well as Francophone organizations and the general public by:

- ◆ Attending the meetings of the GN Interdepartmental Working Group on French Services (IWGFS);
- ◆ Working with the departmental French Language Representatives (IWGFS) to coordinate, guide and facilitate the implementation of plans and strategies designed to meet the objectives of Nunavut's Official Languages Act;

- ◆ Attending Francophone organizations' AGM's and public meetings;
- ◆ Measuring impact / rate of success of implementation of French Language Services with the community through client-surveys, and develop sound communication plans to share these results with internal and external stakeholders; and
- ◆ Attending language-related conferences or workshops.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

The incumbent must have the following qualifications:

- ◆ A university degree in Public Administration, Social Sciences or a related field;
- ◆ A very high level of proficiency in written French, with strong written skills in English;
- ◆ A high level of proficiency in spoken French and English;
- ◆ Ability to speak Inuktitut would be an asset;
- ◆ Excellent communications skills to be able to work effectively with the public, government officials and non-government organizations;
- ◆ A thorough knowledge of GN programs and services;
- ◆ A sound understanding of language issues facing official language minority communities (OLMC), and specifically issues relating to French speakers in Nunavut;
- ◆ Strong knowledge of language legislation in general, and a thorough knowledge of Nunavut's Official Languages Act;
- ◆ Excellent computer skills (Word, Excel, PowerPoint, Outlook);
- ◆ Previous experience in working in a cross-cultural setting and knowledge of the political environment in Nunavut would be an asset; and
- ◆ Previous experience in communications, media relations and/or government relations would be an asset.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- ◆ Daily use of computers and other office equipment
- ◆ Much time is spent in a sitting position with frequent opportunity to move about
- ◆ The incumbent may be required to travel. Travel is almost entirely by air, and is sometimes on small aircraft, in adverse flying conditions, and for extended time-periods.
- ◆ Extended work hours are necessary on occasion to complete projects and to address immediate concerns. Fatigue may result.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements, and conditions that increase the risk of accident, ill health, or physical discomfort.

- ◆ The incumbent works in a typical office setting, dealing with human resources issues that impact on personal privacy, and can be politically sensitive in nature
- ◆ Climatic conditions can vary and extreme cold and wind conditions may have to be taken in consideration when visiting communities
- ◆ Frequent winter storms and summer fog delay many airline schedules which may strand a traveller for extended periods
- ◆ Accommodations in the communities often lack hotel-type amenities, dietary choice, and privacy

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

- ◆ The incumbent will work with computers daily, LCD projectors and other miscellaneous electronic equipment from time to time
- ◆ Reviewing and writing detailed electronic and hard-copy documents and reports (daily basis) can cause eyestrain and other physical discomforts
- ◆ The incumbent spends considerable time on the telephone and in face-to-face meetings while dealing with a variety of HR issues where being extremely attentive to detail is required

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- ◆ Deadlines can be tight; therefore the incumbent may find it to be stressful.
- ◆ The incumbent must be able to work effectively within a cross-cultural environment.

7. CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Deputy Minister</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

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