

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Financial Code	
08-14859	French Language Services Coordinator	Manager, Francophone Affairs (08-10698)	08100-01-1-235-0810010-04-????	
Department		Division/Region	Community	Location
Culture and Heritage		Official Languages (08100-04)	Iqaluit	Qikiqtaaluk

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

The French Language Services Coordinator (Coordinator) is responsible for coordinating and administering the monitoring and evaluation elements of the implementation of the *Official Languages Act*, the Uqausivut Plan and the *Canada-Nunavut Agreement on the Promotion of French and Inuit Languages* as it relates to French programs and services.

The Uqausivut Plan is the GN's roadmap to language act implementation for all GN departments and agencies. Uqausivut provides the roadmap to guide the implementation of Nunavut's language legislation. The Uqausivut Plan was developed in order to:

- Establish a clear standard of communication and access to government services in all three official languages—Inuktitut, English and French;
- Protect and promote the French language and the vitality of the Francophone community, consistent with the obligations of Nunavut and Canada and with their policies as mutually agreed; and
- Provide a framework for action by territorial institutions to ensure that the Inuit and Francophone communities in Nunavut each have the means necessary to safeguard and strengthen their cultural expression, collective life and heritage for future generations.

The Canada Nunavut Agreement on the Promotion of French and Inuit Languages provides Nunavut with funding (~\$4.5M/year) to assist the GN in delivering French language program and services. The Coordinator position provides assistance with the logistics, finances and administration of the fund in addition to overseeing the support provided to the department's and public agencies for program and service delivery.

The Official Languages Division serves as the central coordinating agency for all implementation activities across the GN, for municipalities and organizations. The Language Act Implementation and Francophone Affairs teams work jointly by carrying out specific monitoring, evaluating, auditing and oversight tasks to ensure that scheduled actions are taken, objectives are achieved, progress is measured, and corrective measures are taken when required to address shortfalls or gaps specific to French language programs and services.

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?

The *Official Languages Act*, the Uqausivut Plan and the *Canada-Nunavut Agreement on the Promotion of French and the Inuit Languages* involve extensive administrative, planning, policy, financial, legal and communication responsibilities that must be met in order to meet the government's legal obligations towards language implementation for French services. The Act, and the funding agreement have a broad impact across all departments and public agencies of the government, municipalities, and the general public. The Coordinator plays a central role in the government's efforts to provide high quality services to the public in French by ensuring that French language programs and services are consistent and of equal quality throughout the government.

Within GN Departments and Public Agencies: Each department and public agency are accountable for the efficient and effective implementation of its statutory language obligations, both to Cabinet through its administrative head, and to the Legislative Assembly through its Minister. The Department of Culture and Heritage (CH) acts as a central agency to support the Minister and provides guidance to departments and public agencies in planning and managing their language obligations. With added coordinating capacity for Inuktitut and French, this position plays a key role by assisting the Manager, Francophone Affairs and the Language Acts Implementation team in the development and promotion of the legislation and its implementation among departments, agencies, and the public, as it relates to French programs and services.

For Non-Governmental Organizations: The Coordinator is responsible for establishing and maintaining dialogue with communities, organizations and sectors impacted by the implementation of the Uqausivut Plan, as it relates to their specific interests. This includes Nunavut's Francophones and their representatives. This will help ensure concerns regarding French services are considered within GN policy and program development. The position provides opportunities for the Francophone community to provide input into the delivery of French services and programming.

Located in Iqaluit and reporting to the Manager, Francophone Affairs, the Coordinator is responsible for coordinating and administering the implementation of the Act, the Uqausivut Plan, and the funding Agreement, as it relates to French programs and services, while working collaboratively with the Language Implementation team and maintaining a positive dialogue and working relationships with departments and public agencies. This position will monitor and evaluate the implementation processes and provide assistance to departments and public agencies in the development of their French language services.

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.

Responsibilities for Implementation within Culture and Heritage include:

- Assisting with the development, and coordination of the implementation, monitoring, evaluating, and oversight of the Department of Culture and Heritages' own Departmental multi-year (strategic) and one-year (operational) plan that include the delivery of French language services;
- Assisting with the development, implementing, monitoring and oversight of the Department of Culture and Heritages' own French language services;

- Providing logistical support for the annual planning cycle relating to French language services by other departments, public agencies, and municipalities; and
- Providing assistance to other departments, public agencies and for municipalities with their implementation requirements.

Responsibilities as the Central Coordinating Agency for Language Act Implementation:

- Providing coordination, administrative and logistical support to the French Interdepartmental Working Group that support the Deputy Ministers' Committee on language implementation issues;
- Providing assistance to departments and Public Agencies to align the annual GN business planning cycle to maximize the effectiveness, economy and efficiency of French language services;
- Providing support to departments and public agencies to identify, maintain and submit plans for the delivery French language services, as part of a multi-year, GN-wide planning cycle to the Minister of Languages;
- Assisting with the implementation of resources and planning tools in the development of language implementation plans and associated resources/tools;
- Providing departments and organizations with plans that are clearly linked to the overall goals of the Uqausivut Plan, the Canada-Nunavut Agreement, and to the fulfilment of departmental/organizational goals or commitments as it relates to French language services; and
- Assisting departments and organizations with identifying specific, measurable and realistic objectives that can be achieved within a given time frame and resources and specify what information will be used to assess the degree to which objectives are being achieved.

Responsibilities for Support and Direction to Municipalities:

- Providing assistance in the development of municipal French language policies, guidelines, plans or other initiatives where there is significant demand for municipal communications and services in French;
- Coordinating training for municipal language implementation plans and guidelines; and
- Identifying and administering financial supports as needed to support the delivery of effective and efficient municipal French language services.

Responsibilities for Monitoring and Evaluation of Implementation:

- Assisting with the development, implementation, monitoring, evaluating, auditing, and oversight of annual French language services by compiling data based on timed deliverables and output, flagging milestones for follow up and tracking;
- Assisting with the development, testing and launching of tracking instruments for general and department/organization specific monitoring of implementation;
- Coordinating the monitoring of key deliverables, milestones, and reporting requirements identified by the Department, the Uqausivut Plan, and the Canada-Nunavut Agreement;
- Coordinating the assistance to departmental, public agencies and municipal planning managers in addressing implementation problems or shortfalls;
- Coordinating the receipt and analysis of reports on Departmental, public agencies and municipal French language services;
- Providing administration support in the preparation of summaries and reports on outputs and outcomes;
- Coordinating records of key indicators required for implementation tracking;
- Providing administrative support in the reporting to the Minister of Languages Uqausivut obligations and the Canada-Nunavut Agreement, as it relates to French language services; and
- Coordinating the collection of longitudinal baseline data on French language use within GN and, to the extent possible, in Nunavut, as the basis for future planning and decision making.

Responsibilities for Reporting:

- Providing logistical support for the tracking, reporting on and reallocating French language funding for enhanced accountability, linkage with results, and more consistent, centralized management and oversight of contributions by the Department;
- Coordinating with team members on the annual reporting requirements for the Minister of Languages

- Annual Reports by working with other sections in the Official Languages Division, as required; and
- Coordinating with team members on all the internal and external funding reporting requirements by coordinating with other sections in the Official Languages Division as required.

Responsibilities for Communications:

- Providing administrative and logistical support for the development of an internal and external communications strategy promoting implementation, celebrating successes, and including ongoing reminders of legal French language obligations for the GN, municipalities;
- Providing administrative and logistical support for the plain language documentation distinguishing the goals and objectives of any future Uqausivut Plans from those of the Language Acts, including for the renewal of the Canada-Nunavut Agreement, and maintaining that distinction in all presentations to Senior Management on the requirements of the Plan and/or future agreements; and
- Providing administrative and logistical support for the Directives on Communications and Services by conducting an analysis of the human, fiscal and policy resources required to achieve compliance by each department, particularly as it relates to French language services.

Performing other duties as assigned by the Manager or Director.

To be updated

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.

Knowledge

- Knowledge of government financial administration, language rights, government contract procedures, government policies, legislation and regulations, government records management, program review and program evaluation; and
- Knowledge of the Official Languages Act and the Uqausivut Plan.

Skills

- Demonstrably effective communication skills in dealing with peers, clients and other team members;
- Excellent written and oral communication skills in French and English.
- Demonstrated experience working one-on-one with team members, as well as in group settings to write plans and reports, preparing analysis, conducting information and group training sessions;
- Strong organizational analytical, and problem-solving skills;
- Good project management skills, with the ability to meet deadlines and experience with administrative processes; and
- Computer skills and experience with MS Office Suite, Outlook and Internet.

Abilities

- Ability to understand complex legislation, regulations, manuals, guidelines, policies and procedures;
- Ability to train and provide advice to a variety of audiences; and
- Ability to take initiative and work as a team.

Typically, the above qualifications would be attained by:

- A diploma in Management Studies from a recognized post-secondary program or similar education program; and
- Two years of work experience in the field of administration or another related field.

Assets:

- Knowledge of Inuit language, communities, culture, land and Inuit Qaujimagatuqangit.

An acceptable combination of education and related work experience may be considered.

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 may cause eye strain and other physical discomforts.
- Much time is spent in a sitting position with frequent opportunity to move about.
- 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 environment with frequent disruptions, impacting the ability to concentrate.

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 spends a substantial amount of time in front of a computer terminal and other miscellaneous electronic equipment. The incumbent also spends a great deal of time reviewing legislation, policies, reports, plans and financial documents under tight timeframes, which requires concentrated levels of attention and detail.

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.

The incumbent often faces pressure to meet deadlines while maintaining reasonable controls. Pressure to meet these deadlines and the need to provide a high degree of accuracy contributes to employee tension or stress. Travel may be required which can disrupt the incumbent's personal life and create emotional fatigue or stress.

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>_____ _Manager, Language Acts Implementation_____ 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".

To be updated