

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	
02-13534	Government Liaison officer	Regional Supervisor, Qikiqtaaluk South Region, GLO Program	
Department	Division/Region	Community	Location
Executive and Intergovernmental Affairs	Government Liaison Officer Program	Clyde River	Qikiqtaaluk

Fin. Code

NOTE: This information must be compatible with the Organizational Chart attached to this position.

2. PURPOSE

Briefly describe the role of this position in the organization.
Reporting to the Regional Supervisor, Qikiqtaaluk South of the Government Liaison Office in Iqaluit, this position is responsible for delivering Government of Nunavut information and services at the community level and ensuring two-way communication with the public. As the GLOs will be the one central point of contact for each community the GLOs will provide the utmost quality of professionalism and service, through: ensuring government services are easily accessed; reliable information is delivered; providing bilingual (Inuktitut and English) services; ensuring reliable information is distributed; obtaining feedback from the public on GN; delivering of some GN programs at the community level; and coordinating collaboration between government agencies.

3. Scope

Reporting to the Regional Supervisor, Qikiqtaaluk South of the Government Liaison Office in Iqaluit, the position is the local community government liaison position within the GN's public service. The incumbent plays a key role in implementing the strategic direction for GN Government Liaison Officer program and ensures that action reflects corporate priorities, goals and objectives. The incumbent implements the coordination and integration of departmental GLO activities and ensures the outcomes of those activities support the corporate agenda and GN mandate.
The incumbent responds to community citizens' needs through determining the problem and determining the appropriate solution, as well as responding to questions on the various GN programs and services and provides appropriate information, advice and guidance to the question.
The GLO will establish a relationship with outside agencies as appropriate to ensure the GN objectives for the GLO program are accomplished.
The GLO will be responsible for a budget for the Government Liaison office, ensuring that

financial policies, FAM, and the FAA are followed.

The GLO is responsible for providing reliable government information to the community; providing bilingual (Inuktitut and English) services; distributing reliable information; obtaining feedback from the community on GN and reporting back to appropriate government agencies; delivering of some GN programs at the community level; and coordinating collaboration between government agencies, in an efficient and professional manner

The Government Liaison Officer will be the community's central point-of-contact with our government. The GLO will ensure that government services can be more easily accessed in every community. This program will serve as a reliable source of information about government programs, as feedback to government, as coordination for collaborative initiatives between government agencies, and as delivery agent for certain government services. The division will establish and maintain active two-way communications with the public and easier access to programs and services.

4. DUTIES AND RESPONSIBILITIES

Duties and responsibilities of the job

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

Under the direction of the Regional Supervisor, the GLO will work at addressing specific priorities under the GN's mandate.

The GLO is accountable for the provision of a wide range of services to the department, the Regional Director, and the Deputy Minister by:

Communicating with the Public by:

- Providing information to the public, either on an individual basis, or through public fora;
- Listening to the community and providing feed back to the GN in order for the GN to assess and improve on its services;
- Providing updated information to the public on the various GN programs and services;
- Directly providing some GN programs and services, for example drivers licenses;
- Providing contact information and appropriate GN forms;
- Assisting the public in obtaining information that they may need through assisting with filling out the appropriate forms and providing contact information, for example birth certificates;
- Providing information kits on the GN and Nunavut for groups visiting other parts of the world as well as visitors from other areas, for example student exchanges;
- Distributing various GN promotional items, for example stop smoking buttons;
- Issuing certificates, or permits as required.

Strategic planning and development of policy, legislation, programs and approaches for the Government of Nunavut to improve the service delivery and communication in Nunavut, by:

- Continuous development and promotion of service excellence;
- Maintaining adherence to Nunavut language laws;

- Continuous training and certification.

Consultation, advice and support to the Regional Supervisor by:

- Advising the Regional Supervisor on any issues that may arise with the service delivery and providing advice on solutions;
- Advising the Regional Supervisor of any public concerns arising in the community assisting with solutions, as well as, providing feed back to the community on the concerns.

Cooperating with other departments and key outside stakeholders to identify priority concerns, share information, and to promote more effective service delivery by:

- Establishing a wide variety of community contacts which include local businesses, individuals, service organizations and local government;
- Representing the Government Liaison Office at local meetings of non-government groups and agencies;
- Maintaining a current inventory of service and program delivery offered by all GN departments and agencies, including program descriptions, relevant program documents, and current contact lists for employees working in those programs;
- Providing contacts for the various GN departments within the community as well as being the main point of contact in the community for visiting government employees;
- Preparing for official visits by the Deputy Minister, Ministers, Premier and official visits from other governments;
- Ensuring Government of Nunavut interdepartmental meetings are held regularly; developing the agenda with the input of the other departments; distributing the agenda; being responsible for typing the minutes and distributing; arranging a location and distributing any documents required for the meeting. Sending a report to the Regional Supervisor.
- Providing Commissioner of Oath and Notary Public Services. The incumbent will be expected to become a Commissioner of Oaths and a Notary Public.

Managing and directing the Government Liaison Office to ensure that it carries out its mandate by:

- Establishing work priorities and schedules in order to address priorities and determine appropriate methodologies to carry out strategic and operational plans;
- Assisting with research, analysis, and evaluation of existing and proposed policies, legislation, regulations and programs, as well as assisting with the development of policy and program initiatives and projects, consistent with the Government Liaison Office's goals, objectives and priorities;
- Monitoring and controlling a budget to ensure the program adheres to financial policies, FAA and FAM;

From time to time other duties as required.

5. KNOWLEDGE SKILLS

- A Describe the technical (subject matter) knowledge required to do the duties.
- B. Describe the Managerial or Supervisory skills required to perform this job.
- C. Describe the contacts and communication skills required to get the work done.

Technical

- 2 years of experience in government, preferably in a field that interacted with the public would be an asset
- Knowledge of Nunavut and northern political environment
- Experience in the implementation of service programs
- Ability to build trust and credibility among a diverse range of clients
- Ability to work in a fast-paced environment with conflicting priorities
- Significant experience in managing complex, sensitive issues
- Some experience in media relations, issues management
- Effective negotiator in sophisticated environments
- Demonstrated tact and prudence
- Strategic thinker with strong analytical skills
- Stakeholder outreach experience
- Demonstrated ability to work effectively with other agencies
- Knowledge of government processes and procedures i.e. FAM, FAA, contracting procedures
- The incumbent will constantly be learning about new GN programs and services and be able to relay this information on to the public
- General knowledge of legislation, regulations and policies of the GN and how they may apply to a particular service for example the *Motor Vehicles Act* and *Access to Information and Protection of Privacy Act*
- Strong computer skills and good understanding of information gathering on the internet

Managerial or Supervisory

- Ability to work in isolation and be self motivated.

Communication Skills and Contacts

- Excellent interpersonal skills, which will be used to provide direction, mediate disputes, provide interpretation, and influence others.
- Oral and written communication skills in Inuktitut and English.
- Contacts are in person, by telephone, e-mail and in writing. There is daily contact with the public, all GN departments, governments at the municipal and federal levels and outside groups, such as the media and Regional Inuit Associations.

Education Requirements

- Grade 12 graduation.
- Course work in the Municipal training and service industry training would be an asset.
- Equivalencies consisting of a combination of education, knowledge, skills and abilities equal to the formal education and experience requirements will be considered.

6. PROBLEM SOLVING

Describe the extent to which supervision or guidance is available from others or from established practices or procedures. Describe the nature of independent (creative) thinking required.

A high level of independence is required. The GLO will be asked for help with a wide variety of issues and will need to be able to determine the best person to contact within the GN and how to resolve the situation to the clients' satisfaction if possible. The GLO will also have to determine if the request from the client is political or bureaucratic in nature and act accordingly. The GLO will need to be organized and be able to develop work plans that will assist in the management of workloads.

7. WORKING CONDITIONS

Physical Effort (Frequency and duration of physical activity).

The position spends several hours on a daily basis at a computer terminal causing physical fatigue. Hours of work may be extended to meet deadlines causing physical fatigue. The position will likely be picking packages up at the post office or the airport that may contain heavy material.

Environment (Frequency and duration of exposure to unpleasant or dangerous conditions).

Intensity of issues being dealt with can lead to unpleasant encounters with people who are dissatisfied with the outcomes or who are frustrated with their attempts to deal with the problem themselves.

Sensory attention (frequency and duration of sensory attention required, i.e., seeing, hearing, smelling, tasting and touching).

The position requires the concentrated use of eyes, ears and hands for several hours each day for tabulation of data and information, proof reading, and analyzing data on computer screens and in print.

Mental Effort (Frequency and duration of mental effort required).

This position requires multitasking and working under the pressure of service expectations from clients balanced with ensuring service standards are met.

The position experiences confrontational and stressful situations.

The position operates in a fast pace and changing environment. Given the number, complexity and significance of the changes taking place in all areas of the GN, and fiscal restraints, the demands on the incumbent are at times intense.

The incumbent must be able to adjust to changing priorities and changing resource levels while meeting increased workloads.

At times the incumbent will be required to complete unplanned projects and work requests in response to information requests. Accordingly, he/she will need to effectively manage his time so that day-to-day operational requirements are met.

Complexity of work, heavy work volume, working with all government departments, and tight deadlines produce a high level of pressure on the incumbent.

The incumbent will be required to learn about new programs and services being provided by all GN departments and agencies. This is imperative if the incumbent is to deliver effective services.

“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.”

8. CERTIFICATIONS

<p><u>EMPLOYEE</u></p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Date</p>	<p><u>SUPERVISOR</u></p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Date</p>
<p><u>DEPUTY MINISTER/DEPARTMENT HEAD</u></p> <p>_____</p> <p>_____</p> <p>Printed Name Title</p>	

Signature <hr/>
Date

8. ORGANIZATIONAL CHART

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

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