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Senior Program Support

[Share this page](#)**Reference number:** SHC19J-020046-000203**Selection process number:** 19-NHW-CSB-IA-NCR-262953

Health Canada - Corporate Services Branch - Specialized Health Services
Directorate

Ottawa (Ontario)

AS-05

Acting, Assignment, Deployment, Indeterminate, Secondment, Specified
period

\$80,274 to \$86,788

For further information on the organization, please visit [Health Canada](#)

Closing date: 21 May 2019 - 23:59, Pacific Time

Who can apply: Employees of Health Canada working in National Capital
Region (NCR)*.

Should an insufficient number of applicants be identified OR should a
qualified candidate not be selected for appointment (e.g. formerly "right fit
") within Health Canada Employees in NCR, employees of the Public
Service occupying a position in National Capital Region will also be
considered without re-advertising. Therefore, applicants in this expanded
area of selection are encouraged to apply.

* Employees from Health Canada in NCR may be screened, assessed and
appointed before considering other applicants.

Eligible veterans and CAF (Canadian Armed Forces) members may apply.
([Information on mobility for veterans and CAF \(Canadian Armed Forces\)
members](#))

Apply online

Important messages

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential.

Assessment accommodation

APPLICATIONS MUST BE SUBMITTED THROUGH JOBS.GC.CA. ONLY APPLICATIONS SUBMITTED ON LINE WILL BE CONSIDERED.

****** VERY IMPORTANT NOTES******

It is the responsibility of the candidate to clearly outline that they meet each of the screening criteria (i.e. Education and Experience Qualifications, both Essential and Assets) by RESPONDING TO THE SCREENING QUESTIONS IN THE ONLINE APPLICATION. Please note that it is not sufficient to only state that the requirement is met or to provide a listing of current responsibilities; rather, the candidate must provide concrete examples that illustrate how they meet the requirement. Lack of EXAMPLES and DETAILS may result in your application being rejected as the Assessment Board will have insufficient information to determine whether or not you meet the qualifications.

Intent of the process

This process will be used to staff one (1) indeterminate position with CBC/CBC linguistic profile. A pool of fully or partially qualified candidates may be created and may be used to staff similar positions at an identical or equivalent group and level with various languages proficiencies (Bilingual Imperative BBB/BBB, Bilingual Imperative CBC/CBC,), with various security profiles and various tenures using various staffing activities for positions within Health Canada. If you are interested in this type of work, you are encouraged to apply on this process.

Positions to be filled: 1

Information you must provide

Your résumé.

In order to be considered, your application must clearly explain how you meet the following (essential qualifications)

EDUCATION:

ED1: Successful completion of a secondary school diploma, or an acceptable combination of education, training and/or experience relevant to the position.

Degree equivalency

EXPERIENCE:

EXP1: Experience in managing and/or operating information management system(s).

EXP2: Experience in capturing and validating clients' business requirements.

EXP3: Experience in developing procedures and/or program training.

EXP4: Experience in developing and maintaining stakeholder relationships with government and/or private sector.

If you possess any of the following, your application must also clearly explain how you meet it (other qualifications)

ASSET EXPERIENCE:

AEXP1: Experience in managing a program training plan geared at both internal and external partners.

AEXP2: Experience in working in a health care environment.

AEXP3: Experience in project management.

AEXP4: Experience in managing change initiatives within an organization.

The following will be applied / assessed at a later date (essential for the job)

Bilingual - Imperative (CBC/CBC)

Information on language requirements

KNOWLEDGE:

K1: Knowledge of Privacy Act and regulations surrounding the care and/or custody of personal information.

K2: Knowledge of adult learning principles and techniques.

ABILITIES:

A1: Ability to provide direct support to users of an information system, such as managing and creating user accounts and providing first level technical support to internal and/or external clients.

A2: Ability to analyze, define and document client requirements and provide recommended solutions.

A3: Ability to provide effective technical training sessions.

A4: Ability to communicate effectively orally.

A5: Ability to communicate effectively in writing.

PERSONAL SUITABILITIES:

PS1: Demonstrating integrity and respect (including the respect of diversity).

PS2: Client service orientation.

PS3: Thinking things through.

PS4: Working effectively with others.

PS5: Taking initiative and being action-oriented.

The following may be applied / assessed at a later date (may be needed for the job)

ASSET KNOWLEDGE:

AK1: Knowledge of project management principles and techniques.

AK2: Knowledge of occupational health.

Other information

The Public Service of Canada is committed to building a skilled and diverse workforce that reflects the Canadians we serve. We promote employment equity and encourage you to indicate if you belong to one of the designated groups when you apply.

[Information on employment equity](#)

- 1.A written examination may be administered.
- 2.Reference checks may be sought.
- 3.An interview will be administered.
- 4.Please identify clearly your substantive group and level and your employment status on your resume and/or application form.
- 5.Persons are entitled to participate in the appointment process in the official language of their choice. Applicants are asked to indicate their preferred official language in their application.
- 6.CANDIDATES WILL NOT BE SOLICITED FOR INCOMPLETE OR POSSIBLY MISSING INFORMATION.
- 7.For this process, emails are the most efficient way to communicate with you. CANDIDATES WHO APPLY TO THIS SELECTION PROCESS MUST INCLUDE AN EMAIL ADDRESS THAT ACCEPTS EMAIL FROM UNKNOWN USERS (SOME EMAIL SYSTEMS BLOCK THESE TYPES OF EMAIL). If you do not wish to receive results by email and if you change your email address during the process, it is your responsibility to inform us.
8. Candidates that fail to confirm their attendance at the written exam or the interview; will be considered to have withdrawn from the process.
9. If a candidate is no longer interested in this position and has chosen to voluntarily withdraw, they must notify Machkourath.Dissou@canada.ca as soon as possible.
- 10.Candidates are advised that their exam or interview will only be rescheduled under these exceptional circumstances:
 - o Medical reason with certificate
 - o Pre-arranged travel with proof
 - o Pre-scheduled training with proof
 - o Pre-arranged exam/interview for another Government of Canada staffing process with proof
 - o Pre-approved vacation with proof
 - o Death in the family

o Other exceptional reason deemed acceptable by the Selection Board (e.g. Jury Duty, etc.)

11. Candidates must meet the essential qualifications to be appointed to a position.

12. Candidates may be required to meet the asset qualifications or the organizational needs, depending on the requirements of the specific position being staffed. Meeting one or many of the asset qualifications may be a deciding factor in appointing a particular candidate amongst the qualified candidates. Please note that one, some or all of the asset qualifications could be used at the screening phase.

13. If you required technical support to apply for this position, please contact jobs.gc.ca at: <http://emploi-jobs.gc.ca/centres/contact-contactez/index-eng.php>

14. Please note that candidates are responsible for submitting their application by the closing date in order to be considered. No applications will be accepted once the deadline has passed.

15. Foreign educational credentials must be assessed by a recognized credential assessment service. If you have been educated outside of Canada, it is your responsibility to have your certificates and/or diplomas assessed against Canadian educational standards. For more information, please see the Canadian Information Centre for International Credentials (CICIC) at <http://www.cicic.ca/927/identifytheorganization-responsible-for-recognition.canada>.

We thank all those who apply.

Contact information

Bob Van Tilburg - Manager BSRU

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[Apply online](#)

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2019-03-28