LGANT Presentation to NWTAC Annual General Meeting
February 17, 2018

Local Government Administrators of the NWT

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SAO turnover has been a serious issue for many communities in the Northwest Territories

▶ **Why the SAO Position is Key**

▶ **Some Reasons Why SAOs Leave**

▶ **Consequences of Not Hiring the Right SAO**

▶ **How to Hire the Right SAO**

▶ **How to Keep the Right SAO**

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Why the SAO Position is Key

Key SAO responsibilities include:

► Overseeing the management of community government programs, services and activities to address community government responsibilities, Council priorities and to manage exposure to liabilities and risk

► supporting Council decision-making by maintaining appropriate policies & procedures and providing accurate information and informed advice

► facilitating effective communications with Council, staff and residents

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Some Reasons Why SAOs Leave…

- Political interference
- Family/resident interference
- Relationship with Council or some Councillors
- Job stress
- Poor organizational culture

- Lack of decision making autonomy
- Lack of clear direction
- Difficulty adjusting to the north/community
- Compensation & benefits

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How to Hire The Right SAO

Considerations for ensuring a proper SAO hiring process:

- ▶ Set up a hiring committee that includes HR expertise
- ▶ Establish screening criteria
- ▶ Advertise the position as appropriate
- ▶ Develop good interview questions
- ▶ Conduct reference checks and criminal records checks
- ▶ Consider inviting the top candidate to visit the community
- ▶ Negotiate a competitive salary and benefits package

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How to Keep the Right SAO

Key ways for keeping the right SAO are:

▶ Understand and respect the role of Council, the SAO and staff

▶ Set clear and reasonable expectations, then let the SAO manage

▶ Maintain a respectful and professional relationship

▶ Support the SAO establish a positive work environment

▶ Clearly communicate direction and performance concerns

▶ Recognize the achievements of the SAO

▶ Conduct an annual, formal and fair evaluation

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