IDENTIFICATION

<table>
<thead>
<tr>
<th>Department</th>
<th>Position Title</th>
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</thead>
<tbody>
<tr>
<td>Northwest Territories Health and Social Services Authority</td>
<td>Regional Clinical Supervisor, Mental Health &amp; Addiction Services</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Position Number(s)</th>
<th>Community</th>
<th>Division/Region(s)</th>
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</thead>
<tbody>
<tr>
<td>47-90068</td>
<td>Inuvik</td>
<td>Mental Health &amp; Addiction Services/Beaufort Delta</td>
</tr>
</tbody>
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PURPOSE OF THE POSITION

In accordance with best practices, program standards, and ethical guidelines, the Regional Clinical Supervisor, Mental Health and Addiction Services a senior clinical counselor that provides functional and clinical direction for the Community Counseling Program (CCP) Counseling staff in the Beaufort Delta region in order to enhance their professional functioning and to monitor and coordinate the quality of professional services offered to individuals, families, and communities. This is to ensure services provided are ethical, are in line with evidence based, best practice models and practice, and harm is not done through inappropriate delivery of support, counseling and therapeutic services.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance
requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government’s transformation strategy.

Located in Inuvik and reporting directly to the Regional Manager, Mental Health and Addiction Services, and as part of the Primary Community Care (PCC) Team within the Beaufort Delta region the Clinical Supervisor provides functional and advanced clinical supervision, education, and leadership for up to 8 Child Youth and Family Counselors. The position also provides direct supervision to 1 Administrative Assistant. Service includes but is not limited to developing ongoing individual and group clinical supervision sessions for CCP staff, teaching clinical skills and current counseling theories, monitoring staff skill development and in tum ensuring client welfare, evaluating staff competencies, developing prevention and promotion initiatives, mentoring case management techniques, and providing the earliest possible intervention during or after a crisis.

The incumbent works in collaboration with the Regional Supervisor of Community Wellness to provide leadership in the region in the provision mental health addictions and family violence programming. The incumbent will modify existing programs to suit the realities of providing services in different communities throughout the region; identify additional programs or services required due to local realities and research best practices in other jurisdictions for possible inclusion within the Beaufort Delta region.

As an active member of the PCC Team the Clinical Supervisor will also provide advanced clinical counseling and therapeutic services for residents of the Beaufort Delta region as required. In mentoring the CCP counseling staff, the Clinical Supervisor operates from a basis of evidence based counseling and therapeutic models with a philosophy of providing screening, intake, assessment, counseling, treatment, aftercare, education, and prevention services to enhance the capacity of individuals, families, and communities to take control of their health and well-being and prevent harm. This involves having the skills to provide service for various cultural groups, which includes serving a diverse population of elders, adults, adolescents, children and families.

This position impacts a large number of residents in the Beaufort Delta region by enhancing the professional functioning of CCP staff. The incumbent also provides consultation services for other members of the PCC Team including social workers, nurses, doctors, CHR’s, and collaborates with other community agencies including the RCMP, Education, Probation, Band and Hamlet Councils among others.

This position contributes to decisions regarding the allocation of funds for community-based addictions and mental health programs. This is approximately $2.8 million.
RESPONSIBILITIES

1. The Clinical Supervisor, as the senior clinical counselor, is responsible for providing clinical counseling leadership, education, and direction to the NTHSSA Child Youth and Family Counselors (CYFC) in order to enhance the professional functioning of those employees. Some of the clinical leadership, guidance and direction is provided to staff located in remote communities by distance (i.e. telephone) and may be provided to employees of programs provided via contribution agreement.
   - Provides ongoing individual and group clinical supervision sessions using a variety of clinical supervision models and intervention techniques including but not limited to solution-focused, cognitive-behavioral, narrative, developmental, systems, and/or expressive therapies models.
   - Develops a relationship of safety and trust in order to provide support to staff experiencing new and challenging situations. This includes being able to support CCP staffs strengths, as well as encouraging and teaching CCP staff to use new and/or different skills and intervention techniques.
   - Assesses and problem-solves factors that may impact the clinical supervision relationship including CCP staff resistance, shame, anxiety, and the need to portray self in a positive light.
   - Assists staff in examining aspects of their own behavior, thoughts, or feelings that are impacted by work with clients, including barriers with their work with clients.
   - Develops clear and concrete clinical and educational interventions tailored to the needs of CCP staff and their clients taking into account the learning style, developmental level, and beliefs of CCP staff.
   - Teaches mentors and provides training in clinical expertise, which may include assigning readings, assignments, and/or case reports.

2. The Mental Health Clinical Supervisor ensures that individuals, families, and communities within the Beaufort Delta region are receiving quality clinical counseling and supportive services.
   - Evaluates clinical competency levels of CCP staff to monitor and safeguard services for CCP clients. This is a primary responsibility in ensuring that harm is not done to clients. It also provides CCP staff with motivation to evolve, change, and grow.
   - Develops evaluation methods to be used in clinical supervision, which may include self-reporting, case notes, scaling questions, videotapes, client evaluations, and client outcome data.
   - Provides regular, timely, objective, balanced feedback regarding CCP staff competencies. This includes communicating what level of performance meets CCP standards as well as communicating when CCP staff performance is below expectations. Feedback may include a focus on counseling skills and/or behaviors that need to be changed, including the advantage and benefit for CCP staff.
   - Oversees CCP documentation including case notes, file management, statistics, report writing, and referrals for treatment.
   - Give specific instructions and direction for CCP staff with regards to ethical and legal issues.
• Monitors CCP staff case and workloads, debriefs difficult and complex cases (i.e., trauma, abuse, concurrent disorders, chronic mental illness), and assists in managing crisis situations to limit CCP staff burnout and vicarious trauma.
• Intervenes in cases where CCP staff may place client at risk.

3. The Mental Health Clinical Supervisor is responsible for independently, and as part of the Primary Community Care Team, providing advanced comprehensive mental health, addictions, and family violence services, including case management and consultation for residents in the Beaufort Delta region. In addition, the incumbent may be required to provide short-term backfill throughout the Beaufort Delta region.
• Take a lead role in case management and case planning for mental health, addictions, and/or family violence clients. This includes taking a lead role on the PCC Team in service planning for clients with mental health and addictions issues.
• Ensures case loads of CYFC are balanced and assigns clients as required.
• Monitors waitlists and requests for services and guides CYFC in decision making with regards to caseloads.
• Functions as the primary therapist for a small number of complex and advanced cases (i.e., trauma, abuse, children’s mental health, suicide).
• Match advanced treatment and intervention to clients, their families and direct program standards for all aspects of addictions, mental health and family violence counseling (short and long term).
• Responds to requests for assistance in critical care situations (i.e., suicide) either in person or by phone.
• Research clinical best practices for Implementation within the region.
• Provides seasoned knowledge and professional consultation for Doctors, Nurses, Social Workers, Teachers, and other members of the PCC Team or other agencies in the Beaufort Delta region.
•Contributes to the evaluation, modification, and coordination of new and/or existing programs within the region to ensure community needs are being met.

4. As a primary provider of Mental Health and Addictions Services within the Beaufort Delta Region the incumbent is responsible for ensuring that members of the PCC Team and other community agencies (CSSW’s, Probation, Justice Committee’s, RCMP, Nurses, Teachers, CHR’s, Homecare, Band Councils, Non-Government Organizations, etc.) are up to date on mental health, addictions, and family violence issues within the Region.
• Works collaboratively with the Supervisor of Community Wellness to support CYFC in developing and providing community awareness and education. This includes but is not limited to presentations and/or workshops that raise awareness of relevant mental health, addictions and family violence issues within the community.
• Provide orientation and training on mental health, addictions, and family violence to key stakeholders within the community (i.e. RCMP, Nurses, Schools, NonGovernment Organizations, Band Councils, etc.).
• Provide materials and expertise to community groups.
5. **Fulfills Human Resource duties of a Supervisor**
   - Manages leave and attendance for CFYCs, and SP Clerk Receptionist
   - Approves/denies staff requests for flexible work schedules based on factors such as staff and client safety, operational requirements, and service delivery.
   - Works closely with the Regional Manager of Child and Family Services to ensure SP Clerk receptionist is meeting the needs of all Social program staff.
   - Works in collaboration with Supervisor of Community Wellness and Manager of Mental Health and Addictions to develop site specific safety procedures.
   - Assess and identify the need for professional and support staff;
   - Assist manager of Mental Health and Addictions in recruitment as requested.
   - Prepare written performance appraisals of supervised staff;
   - Provides coverage for Supervisor of Community Wellness as requested by Manager
   - Acts on behalf of the Manager of Mental Health and Addictions as requested
   - Deals with disciplinary issues and first level grievances

**WORKING CONDITIONS**

**Physical Demands**

The physical demands of the position can lead to physical fatigue in that the position can be fast-paced. There will be times (10%) when the Clinical Supervisor may be required to provide services to clients and the community at large during out-of-office hours, such as when crisis situations occur in the community.

**Environmental Conditions**

The majority of incumbents work is provided within an office/clinic setting.

As a result of providing clinical supervision, education and leadership to staff living in isolated northern communities, the incumbent is required to travel on a regular basis on small plane and ice or winter roads when traveling to or from the different communities under his/her responsibility.

The Clinical Supervisor occasionally works with clients that may present as dangerous and/or unpredictable.

**Sensory Demands**

Sixty percent (60%) of the incumbent's day will be spent providing clinical supervision, education, and leadership for Mental Health and Addictions Counselors, Community Wellness Workers, and Medical Social Worker, the majority who are located in Inuvik as well as in remote located communities. The remoteness increases the sensory attention required, as much of the assessment will be done over the phone.

On average, twenty percent (20%) of the incumbent's day will be spent providing direct therapeutic services for clients, requiring the use of the combined senses of touch, sight, smell,
and hearing during assessment and provision of counseling services. This involves the use of the whole self (self is the tool in counseling) to tune into the client’s message through verbal, non-verbal and other conflicting messages. The incumbent must be constantly aware of the client’s physical and emotional needs (mood, hygiene, etc.) when screening for mental health/addictions assessment and treatment services.

On dealing with clients who are working through experiences of childhood and adult trauma, it is necessary to listen to their words as well as their tone of voice, timbre of voice, and body language, as it is not unusual for 'flashbacks' and dissociation to occur, sometimes without the client being aware of it, making it necessary for the Clinical Supervisor to reorienting the client prior to ending the session.

In working with children, who often communicate through symbolism and metaphor, it is necessary to be attuned to the various ways children communicate their thoughts, feelings, and needs including body language, play, stories, energy level, tone of voice, and other verbal and non-verbal cues.

The incumbent will spend 20% of their day on planning, assessment, financial and other administrative duties within an office setting focusing, which will include working on a computer terminal.

**Mental Demands**

The incumbent works in an extremely stressful environment where there are considerable mental demands in providing clinical supervision for CCP staff. Mental stress is caused by the high-volume work and the need to maintain tight and often conflicting deadlines. Stress is also caused by constant interruptions and by the requirement to deal with staff that is encountering difficulties with (e.g. clients, performing their job, suffering from job related trauma, stress or personnel difficulties). There is considerable stress associated with the unpredictability of the work and the mental demands associated with assessments and life altering decisions that must be made. Stress is caused by the conflicting dual roles and ethical dilemmas that CCP staff often finds them involved in dealing with friends, neighbors, relatives or social acquaintances as well as victims and perpetrators. There is stress related to being on-call during off hours for extended periods of time. The incumbent must have the appropriate skills to deal with this fatigue and ensure that the necessary clinical supervision is conducted.

The evaluation component of clinical supervision is a highly complex and personal experience. Staff may resist participating because it requires taking risks and being vulnerable. At times staff may not disclose certain behaviors, experiences, topics, or ethical dilemmas because of the evaluation component. As well, staff may not comply with treatment plans for clients. This is stressful for the Clinical Supervisor who has an ethical and professional responsibility to the clients receiving service.

The Clinical Supervisor must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents usually involve the loss of life through situations involving suicide, fires, accidents, etc.
In this profession there is some level of uncertainty in knowing what to expect while at work. People in crisis can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal or physical assault (i.e. Clients or family members under the influence of drugs or alcohol).

The incumbent will be required to travel to the Beaufort Delta communities within the region several times annually. As a result they can be out of their home community for up to 25-35% of the time, which may cause additional mental stress on the incumbent due to impact on family and social life.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Seasoned knowledge of therapeutic treatment options as well as the skill and ability to provide such treatment to people of all ages with mental health and addictions issues.
- Advanced knowledge of clinical supervision theories and techniques, including motivation, education, evaluation, performance standards, and ethical guidelines for the provision of clinical supervision.
- Seasoned knowledge of strategies and interventions that have been scientifically validated for addictions, mental health and family violence. This includes strategies for concurrent or dual disorders, suicide prevention, harm reduction model for certain client groups, use of stages of change model, use of multi-disciplinary teams or health care providers, withdrawal management, use of cognitive behavioral approaches for depression, anxiety, post-traumatic stress disorder and other.
- Working Knowledge of the different referral agencies/services available within the NWT (and community) for those individuals who require in-patient or alternative (such as psychiatric) assessment and care.
- Seasoned knowledge of the bio psychosocial presentation, determinants and precipitators of mental health and mental health disorders and the bio psychosocial presentation, perpetuates and models of addictions (abstinence model, moral model, harm reduction model, etc.) in order to recognize and interpret findings and determine an appropriate treatment plan.
- Working knowledge of epidemiology, etiology, biochemical, developmental and neurological foundations of mental health disorders and addictions.
- Seasoned interviewing, counseling and leadership skills including an ability to listen and have effective communication strategies for dealing with different groups of people in various crisis situations.
- An ability to appropriately use and provide education in the use of clinical, diagnostic and treatment planning terminology with clients, other health care providers and referral agents.
- Seasoned knowledge of the Diagnostic Standards Manual of Mental Disorders Fourth Edition (DSM-IV), classification system, psychopharmacology and psychophysiology of disorders.
- Seasoned knowledge of current trends in addressing psychological outcomes of violence, including interpersonal therapy, supportive counseling, group support and
cognitive behavior strategies.

- Knowledge of and an ability to refer clients to traditional healers and elders.
- Ability to apply knowledge of the NWT Mental Health Act and knowledge of Child and Family Services Act and other applicable policies and NWT legislation.
- Understanding of the community demographics, values, culture and history to be able to participate in community development issues.
- Knowledge of and an ability to network resources within and outside the region to ensure support for clients and their families.
- Knowledge and understanding of the community demographics, values, culture, and history.
- Seasoned knowledge and skill in modeling and educating about the importance of and limitations to confidentiality.
- Ability to communicate (orally) effectively in a cross cultural setting.
- Ability to draft written documents, which are clear, concise and easy to understand by both professionals and non-professionals.
- Adherence to a professional code of ethics.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities required for this position are typically attained by a Master’s degree in counseling psychology, clinical psychology, or social work with three years of relevant counseling experience in a scope of practice or experience restricted to addictions, mental health, and/or family violence. The education or work experience of the Clinical Supervisor should include clinically supervised experience. Clinically Supervised education or work experience includes counseling and clinical experience obtained under a qualified supervisor and includes at least 800 hours where at least 400 hours is direct client contact. In addition, the incumbent must have proven supervisory and program design/evaluation experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ No criminal records check required
☒ Position of Trust – criminal records check required
☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)

Level required for this Designated Position is:

- ORAL EXPRESSION AND COMPREHENSION
  - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- READING COMPREHENSION:
  - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- WRITING SKILLS:
Basic (B) □  Intermediate (I) □  Advanced (A) □
□ French preferred

**Aboriginal language:** To choose a language, click here.

□ Required
□ Preferred