



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Regional Supervisor, Mental Health & Wellness	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>
57-14508	Yellowknife	Mental Health & Addiction Services/Yellowknife

## **PURPOSE OF THE POSITION**

The Regional Supervisor, Mental Health & Wellness coordinates and oversees the day-to-day operations of Mental Health & Wellness clinic/program services for individuals with mental illness, developmental disabilities, and/or substance abuse behaviors. The Regional Supervisor is responsible for assisting in the development, implementation, monitoring and evaluation of program services. These services are aimed at enhancing and maintaining the client's quality of care, develop new programs based on community needs, and is consistent with the organization's policies/procedures and all relevant legislations. Key areas of service improvement include: timely access to services, prioritization of service needs, client safety and improved service coordination

The Regional Supervisor ensures clinical guidance of staff and provides professional leadership and direction to the Mental Health & Wellness team in all services and program areas to enhance the capacity of individuals, families and communities.

## **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 Tłı̄ch̄o 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 Tłıchǫ 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.

This position reports to the Regional Manager, Mental Health & Addiction Services and is located in Yellowknife but is also responsible for services to residents of the communities of Ndilo, Dettah, Fort Resolution and Lutsel K'e. The responsibility for the coordination of out-patient psychiatry services (for children, youth and adults) extends to the residents of the whole of the NWT.

The incumbent is responsible for the direct clinical supervision of 8 positions including Mental Health and Addictions Counsellors (5), Mental Health and Addictions Counsellors for Children and Youth (2) and a Community Mental Health Nurse.

The Regional Supervisor is responsible for directing and ensuring the effective delivery of mental health programs and professional counseling services in Yellowknife and catchment areas.

The Regional Supervisor is responsible for ensuring that all clinical decisions and services provided are in accordance with NTHSSA policies and procedures, the NT/NU Mental Health Act, Community Counseling Program (CCP), ATTIPP and Health Information Act (HIA).

## **RESPONSIBILITIES**

### **1. Provide input into the development and implementation of policies and procedures for Mental Health & Wellness program.**

- Assists in developing policies and procedures related to the implementation of program services;
- Research best practice with regard to the mental health/addictions continuum of care and the role of centralized intake, counseling services, adult services, crisis services and collaborative practice on that continuum of care;
- Apply research methods to create the design and practice of mental health and addiction services within a primary care collaborative model;
- Assist in the development and implementation of policies and procedures for Mental Health & Wellness;
- Establish specific procedures towards timely and appropriate client flow between Emergency; the Community Counselling Program; Out Patient Psychiatry; Stanton

Psychiatric Unit; Adult Services Case Management; NGO service providers; Social Services service providers; the Justice system; Primary Care and the clients' home communities.

**2. Assist in researching and developing integrated system strategies to facilitate improved service delivery to mental health/addictions and intellectual disabilities clients.**

- Facilitate the ongoing development of the Mental Health & Wellness team;
- Assist in the integration of the Mental Health & Wellness program on the service continuum for mental health/addictions issues with the other social services providers in both acute and community settings;
- Assist in the integration of the Mental Health & Wellness team with the primary care practitioners and their NTHSSA partners in service provision towards a collaborative model of service provision;
- Work with NTHSSA partners and NTHSSA senior and middle management, Stanton, front-line professionals and NGO partners to assess and identify systemic barriers that impede timely and appropriate client access to service;
- Collaborate with partners in service provision to address these barriers and develop solutions in conjunction with both internal and external stakeholders of the system;
- Provide input into specific procedures to assure coordination of care between the various primary care providers including the communication of ongoing progress reports between providers of care;
- Evaluate service provision and program mandates with the involvement of all the service providers, as well as consumers and families, in the planning and evaluation of services and programs.

**3. Provides direct supervision to Mental Health & Wellness team to ensure effective service delivery for mental health and addictions and intellectual disabilities clients.**

- Supervises mental health professionals in developing, implementing, monitoring, and coordinating community-based mental health services which may include case management, assessment, and/or crisis management;
- Supervises a multi-disciplinary staff; confers with staff regularly regarding techniques used, case progress, and related matters for the purpose of promoting and evaluating professional development and assuring quality of care, as well as reviewing work in progress;
- Prepares monthly and periodic reports and maintains accurate records regarding client care and treatment delivery.

## **WORKING CONDITIONS**

### **Physical Demands**

There is a limited physical effort required for the position. There are periods where the incumbent is required to stay seated and use computer, which can cause back and muscle strain.

### **Environmental Conditions**

The incumbent in this position is required to travel by foot between two sites several times daily in all weather conditions. The incumbent in this position is confronted daily with individuals who because of their struggle with mental health, addiction and/or social issues are incoherent, distraught and/or agitated with the potential for violence. Compassion fatigue can also occur.

### **Sensory Demands**

This position provides service to many individuals both on and off site. The normal work day includes multiple daily demands for task completion with many distractions to the completion of the daily tasks that demand attention to detail and are time sensitive. The incumbent is expected to listen attentively requiring excellent concentration. Also long periods of intense concentration are required to assess and review patient/other information.

### **Mental Demands**

The incumbent deals with people in a variety of organizations on sensitive issues where there are frequent changing priorities, conflicting interests and perspectives, which can create a level of mental and emotional stress.

The incumbent in this position must balance client needs, staff view points, program mandates and service system issues in order to make the best decisions regarding the provision of service, on a daily basis.

The incumbent works in an extremely stressful environmental where there are considerable mental demands in providing supervision for staff. Stress is also caused by constant interruptions and by the requirement to deal with staff encountering difficulties (e.g. with clients, performing their job, suffering from job related trauma, stress or personnel difficulties, transference, counter-transference).

Mental stress is caused by the high-volume work and need to maintain tight and often conflicting deadlines.

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 staff experience, often finding themselves presented with friends, neighbors, relatives or social acquaintances as well as victims and perpetrators that may be experiencing mental health/addictions issues.

As above, there is a risk of mental and emotional fatigue because of a lack of control over the work pace given the crisis nature of some of our service provided to clients and as well by exposure to emotionally disturbing experiences when clients are distraught and /or agitated.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Using the principles and practices of program development and program management, collaborate in developing and implementing new programs;
- Ability to guide and evaluate the effectiveness of a continuum of services to clients, including but not limited to supported housing, day programming, shelter programs and independent living support, case management, community mental health nursing, counselling and out-patient psychiatry services;
- Effectively using time management skills to complete assigned projects independently and without supervision;
- Demonstrating leadership skills in a collaborative fashion, to inspire, influence and persuade;
- Using a harm reduction philosophy of treatment for mental health addictions issues.
- Working cooperatively in a multi-disciplinary team situation;
- Working in primary care, in a collaborative practice model of care;
- The effective use of communication skills; including listening skills, interviewing, counseling and negotiation skills with clients, co-workers and management staff;
- Using the Diagnostic Standards Manual of Mental Disorders V, classification system;
- Appropriately acknowledging the role of traditional healing;
- Accurately interpreting and applying legislation, collective agreements and Human Resources policies;
- Networking resources within and outside the region to ensure support for clients and their families;
- Using verbal and written skills to provide clear communication with the ability to alter the communication approach according to the needs of the individual;
- Adhering to a professional code of ethics;
- Effectively using computer technology for purposes of communication and presentation;
- Using non-judgmental listening skills and empathy to support distressed, potentially violent/abusive and/or marginalized individuals in their attempt to seek help;
- Using standardized mental health and addictions screening and assessment tools.

### **Typically, the above qualifications would be attained by:**

A Master's Degree in Nursing or a Social Sciences discipline with a minimum of five years of related mental health and addictions counselling experience, preferably with experience serving clients across the life span (children, youth and adults). It is desirable if the person has previous clinical supervisory 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