



Tłıchǫ Community Services Agency  
Dǫ Nàke Lanì Nàts'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Manager, Mental Health Services	
Position Number	Community	Division/Region
27-15844	Behchokǫ	Health and Social Program/Tłıchǫ

## PURPOSE OF THE POSITION

The Manager, Mental Health Services is required to provide overall management of the following programs within the Tłıchǫ Region: Mental Health Services, Addiction Services, Community Wellness, Family Violence, and Medical Social Work. This position will play a lead role in implementing the Tłıchǫ Community Services Agency (TCSA) strategic objectives for the consistent delivery of mental health and addiction care, family violence, and medical social work services within the Tłıchǫ Region.

## SCOPE

The scope of the Tłıchǫ Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tłıchǫ communities of Behchokǫ, Gametì, Wekweetì and Whatì. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, continuing care and independent living.

The Tłıchǫ Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tłıchǫ and non-Tłıchǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.



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Located in Behchokǫ and reporting to the Director of Community Health Services, the Manager, Mental Health Services is responsible for the overall management of the TCSA's mental health, addiction services, family violence, community wellness and medical social work programs. The Manager, Mental Health Services will ensure that service user/client needs are being supported and addressed within the region; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region.

The incumbent provides support and operational direction to a multi-disciplinary work force and through recruitment and retention efforts, ensures adequate staffing for the provision of clinically safe, professionally competent, and culturally appropriate mental health and wellness services to clients of the Tłı̨chǫ Region. The Manager, Mental Health Services will oversee a staffing group of 12 employees with 3 direct reports. The direct reports will include the Clinical Supervisor Mental Health and Wellness, and Medical Social Worker.

The incumbent may be expected to be available after hours for emergency calls relating to mental health, addictions, and community wellness issues (throughout the week, including nights and weekends). Supervision of staff in outlining communities in the Tłı̨chǫ region is done via distance, requiring 1-2 hours per day on the phone, often with poor or delayed telephone connections.

Under the strategic guidance of the TCSA, and the operational direction of the Director of Community Health Services, the position will develop, implement, monitor, and provide reporting on the delivery of mental health and addictions, family violence, medical social work, and homelessness to ensure clients receive safe and quality care.

## **RESPONSIBILITIES**

### **1. Provides leadership, direction and professional expertise in the delivery of quality based Mental Health and Addiction, Community Wellness, Family Violence and Medical Social Work within the Tłı̨chǫ Region.**

- Provides leadership to regional staff and programs to ensure that all mental health and addiction, community wellness, family violence, and medical social work clients/patients served by the Tłı̨chǫ region receive equitable, efficient, appropriate, accessible, timely and safe mental health and addiction, family violence, medical social work services.



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- Collaborates with the NTHSSA Territorial Manager, Mental Health and Addiction Services (MHAS) to identify current and future delivery requirements in Mental Health and Addiction Services through consistent territory-wide program development.
- Advises and informs the Director of Community Health Services with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or wellbeing of mental health and addiction clients/patients and/or staff, and the integrity of the Tłıchǫ region and of the TCSA.
- Works collaborative with the Manager of Health Services and the Area Medical Director in ensuring of client centered case management, mental health and addictions assessments, social work and counseling services are provided.
- Provides leadership, expertise and mentorship in the areas of mental health and addictions and family violence.
- Works collaboratively with Psychiatry, Area Medical Director, and Manager of Health Services to ensure clinical care meets regional client/patient needs.
- Recommends strategic initiatives and identifies opportunities to sustain or improve the mental health and addiction programs and services delivery, for review and consideration by the TCSA.
- Leads the development of, and implements a mental health and addictions work plan for the region that aligns with the TCSA strategic direction policies, and procedural guidelines for mental health and addictions services.
- Works collaboratively with the TCSA leadership, contributing to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the TCSA.
- Collaborates with the NTHSSA Territorial Manager, MHAS to develop regional procedures for Mental Health and Addictions program areas.
- Works collaboratively with the Director of Community Health Services, to implement an integrated system of primary and community health and social care and services to more effectively meet the needs of clients with chronic mental health and substance use conditions.
- Collaborates with Managers within related disciplines in the TCSA, the NTHSSA and the HRHSSA, to ensure a quality mental health and addictions care program that is delivered consistently across regions and jurisdictions.
- Work collaboratively with the NTHSSA Territorial Manager, Mental Health and Addiction Services to support the provision of regional psychiatric and counseling services, which may include Tele-psychiatry and TELEHEALTH Counseling Services to bridge geographical disparities and improve access to psychiatric care and counseling services.



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- In collaboration with the NTHSSA Territorial Manager, MHAS implement an Integrated Care Pathway for mental health and addictions care. (An Integrated Care Pathway is a multi-disciplinary plan of care that blends patient/ client needs, quality outcomes, and controlled costs, with predetermined standards of care using a process based on sound literature review);
  - Works collaboratively with the TCSA Quality Assurance and Risk Management Services to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
  - Communicates standards, policies and procedures for mental health and addiction services and programs as they relate to the Accreditation Canada process.
  - Works collaboratively with the TCSA Quality Assurance and Risk Manager to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
  - Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
  - Reports Accreditation work plan process to the Director of Community Health Services, TCSA Quality Assurance and Risk Manager.
  - Gather data and information to track program indicators set by the TCSA leadership team.
  - Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
  - Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health and social care service providers.
- 2. Leads and manages the logistics of regional mental health and addiction, community wellness, and family violence service delivery, including but not limited to the management and support of staff, and the management of capital resources, management of contracts and contribution agreements required to meet regional operational needs.**
- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional Mental Health and Wellness staff.
  - Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful mental health and addiction programs and services delivery in the Thichq region. Variance reporting as required.



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- Drafts briefing notes, information items, Ministerial responses and other forms of communications and correspondence.
- Contributes to the preparation of decision papers, financial management board submissions and other central agency requirements.
- Manages the mental health and addictions, community wellness and family violence, and homeless services within the allocated resources and in accordance with Territorial Acts and Regulations, TCSA Policies and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the Tłıchǫ region.
- Collaborates with TCSA Managers and any relevant dyadic leadership counterparts of the Tłıchǫ region to ensure the safe, effective and efficient coordination of mental health and addiction services to clients and patients.
- Participates in regular meetings with the NTHSSA Territorial Manager, MHAS to plan programming and models of care delivery.
- Post, negotiate and manage contracts and contribution agreements (CAs) with regional NGO as it relates the Mental Health and Addictions, Community Wellness, Family Violence, and Homelessness portfolio.
- Works closely with service providers and contract administrator to support, oversee and manage family violence, community wellness, and regional homelessness contract and CAs, and ensure proposals are reflective of service requested; payment schedules are followed, and service providers are fulfilling the terms of their agreements and meet reporting requirements.
- Ensures programs delivered through contributions agreements follow GNWT and TCSA policies, guidelines, and standards.
- Travels to communities within Tłıchǫ region and/or NWT to conduct audits as required.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Leads the recruitment, placement, and orientation of staff, and contributes to the development of strategies for staff retention.
- Supports the educational needs of all staff via TELEHEALTH conferences, workshops, distance education programs and clinical practicum.
- Conducts employee performance evaluations.
- Develops and monitors employee performance improvement plans.
- Coordinates and monitors the distribution of workload between employees.
- The incumbent may be expected to be on stand-by on a rotating basis with other Managers/Supervisors for emergency consultation and approval to front line mental health and addiction staffs across the NWT.



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### **3. Leads, manages and supervises mental health addiction service delivery in response to regional and local client/family and community needs.**

- Collaborate with other community-based and departmental service providers in the Tłıchǫ region to ensure coordinated and seamless service provision of Mental Health and Wellness programming.
- Through ongoing dialogue with community organizations, community leadership and aboriginal groups; ensures mental health, addiction and family violence programming.
- Is responsive to community needs, culturally appropriate, and supports individual and community empowerment and engagement.
- Provides leadership and best practice methodology to Regional Mental Health and Wellness staff. Provides regularly scheduled and professionally competent clinical supervision to their direct reports with regards to their mental health and addictions case load as well as participate in case conferences on complex or contentious cases.
- Identifies training needs for Mental Health and Wellness staff and other program community resources, and work in collaboration with the Child and Family Services (CFS) Division.
- Identifies the need for further treatment and assessment resources and work in collaboration with the Director of Community Health Services.
- Supports and applies a culturally sensitive and responsive approach to the delivery of Mental Health and Addictions services and Community Wellness programs.
- Works in collaboration with other service providers to coordinate client referrals to appropriate resources.
- Ensures Mental Health and Addiction file(s) are maintained according to the professional standards.
- Reviews, monitors and utilizes clinical assessment tools to determine appropriate treatment plans for clients and families.
- Develops and monitors outcome measures to assess clinical efficacy of mental health and addictions interventions, at the individual, family and community levels.
- Reviews Mental Health and Addictions and Wellness research and best practices to provide a basis for clear direction in the development of prevention, intervention and post-intervention programming.
- Provides training, orientation, and information to staff, community agencies, and other professions on Mental Health, Addictions, and Community Wellness, in accordance with the applicable Acts, manuals, and program policies, standards, and practices.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional levels.



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- Works collaboratively with Manager Child and Family Services, to ensure a seamless and coordinated approach to the delivery of family violence programming.
- Represents the TCSA in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.
- Manages the mental health services team to ensure alignment with TCSA and GNWT human resource policies and guidelines.
- Applies all Human Resource (HR) policies and procedures as required (i.e., staffing, discipline, leave and attendance, job description writing etc.).
- Handles first level grievances in coordination with Human Resources and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Provides effective and timely performance feedback, mentoring and coaching.

**4. Leads, manages, and supervises the Medical Social Worker(s) to develop and expand the program to meet the needs of the Community and Region**

- Manages the program to ensure that client needs are being met as well as further developing the program in order to expand client base to meet the needs of the community and region.
- Develop and maintain a file tracking and data gathering system in order to properly assess the workload.
- Ensures Medical Social Work file(s) are maintained according to the professional standards.
- Develops and monitors outcome measures to assess efficacy of interventions, at the individual, family and community levels.
- Collaboratively work with NTHSSA Out of Territory to advocate for clients requiring services.
- Participate with Department of Health and Social Services and NTHSSA to further develop and maintain Supported Living services within Territory
- Collaborate and lead medical social worker to maintain professional standards and program goals
- Identify training needs for Medical Social Worker(s) to meet the needs of the Community and Region
- Collaboratively work with Stanton Territorial Hospital and NTHSSA to develop standards for Community based Medical Social Work.





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**5. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, UNW, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in RL6 or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.

**Sensory Demands**

The incumbent is required to listen, analyze information, and observe clients' and employees' verbal and non-verbal language/ communication.

**Mental Demands**

The incumbent will be required to manage issues such as staffing shortages and turnover, as well as differing levels of competence.

The incumbent is required to produce work of high quality often under deadlines and will experience frequent interruptions including the requirement to deal with staff who are encountering difficulties.





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The incumbent must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, and others.

This position requires the incumbent to travel regularly on small planes and ice / winter roads and through adverse road and weather conditions when travelling to or from the communities in the Tłıchǫ region.

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

- Knowledge of all areas of Mental Health and Addiction Services, including an in-depth knowledge of the theories of psychotherapy, addiction treatment, Diagnostic and Statistical Manual of Mental Disorders (DSM-5) diagnostics, dual diagnoses, crisis intervention, and assessment.
- Knowledge of the legislation, policies, and procedures that govern the provision of mental health and addictions services in the GNWT.
- Knowledge in the development and implementation of effective mental health care, addictions, and family services.
- Knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Organizational and time management skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Interpersonal skills including effective communication, coaching and motivation; to manage the human resources assigned to the position; to ensure performance is at optimal capacity; and to assist staff and stakeholders to accept change.
- Skilled in the areas of total quality management or continuous quality improvement processes.
- Computer skills include word processing programs and spreadsheets.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Ability and skills providing community services.
- Ability to make clinical decisions and develop and implement mental health and addictions related programming is required.



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- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to build partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health and social services.
- Ability to effectively lead and motivate both professional and non-professional staff, including those who have accountabilities to other employers or to professional associations.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

Bachelor's Degree in Clinical Psychology or Counseling Psychology or Nursing (with a focus on Mental Health and Addictions), or Social Work with 5 years of relevant experience including 2 years of supervisory experience in one of the above scopes of practice.

Equivalent combinations of education and experience will be considered.

**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) ☐



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☐ French preferred

**Indigenous language: Tłıchǫ**

☐ Required

☐ Preferred