



IDENTIFICATION

Department		Position Title	
Tłıchǫ Community Services Agency		Regional Supervisor, Child and Family Services	
Position Number	Community	Division/Region	
27-17345	Behchokǫ	Health and Social Program/Tłıchǫ	

PURPOSE OF THE POSITION

The Regional Supervisor, Child and Family Services ensures the effective delivery of both prevention and protection based services by providing leadership through clinical supervision and administrative oversight to front line Family and Community Social Workers, and doing regular quality assurance and quality improvement through monitoring, evaluation and the facilitation of training and support.

The overall function of this position is to ensure children, families and communities receive equitable, culturally safe based access and quality of service provision from staff. Ensuring services are delivered consistently and in alignment with the Department of Health and Social Services policies and legislation, and the Tłıchǫ Community Services Agency (TCSA) strategic plan and policies.

SCOPE

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłıchǫ communities of Behchokǫ, Gametì, Wekweeti 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



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desire by community leadership to build an organization, and create program 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.

For Indigenous residents of the NWT, health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. Indigenous families and their children are disproportionately overrepresented in the Child and Family Services system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack of culturally safe and accessible supports. These factors have impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe after interacting with staff in the Health and Social Services system they are more likely to access care when needed, leading to improved health outcomes. The legacies of colonization, assimilation policies such as residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is expected to honour and promote a culturally safe environment at all times.

The Regional Supervisor, Child and Family Services (Supervisor) is located in Behchokǝ and reports to the Regional Manager, Child and Family Services (Manager). The following legislation, policy documents and protocols serve as foundation for the Family and Community Social Worker's role: the *Child and Family Services Act (2016, C.9)*; *Child and Family Services Regulations (2021)*; *Adoption Act (2016, c. 12)*; *Adoption Regulations (2018)*; *Aboriginal Custom Adoption Recognition Act (2016, c.12)*; *Aboriginal Custom Adoption Recognition Regulations (2013)*; *An Act Respecting First Nations, Inuit and Métis Children, Youth and Families (2019, c. 24)*; Child and Family Services Standards and Procedures Manual; NWT Child Abuse Protocol; Canadian Association of Social Workers' Code of Ethics; and NTHSSA/TCSA Standard Operating Procedures Pertaining to Child Protection.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.



The Regional Supervisor, Child and Family Services, supervises a team consisting of Community Social Service Workers, Case Aides and Administrative Staff based in the Tłıchǫ region, consisting of Behchokǫ, Gametì, Wekweetì and Whatì.

On a regular basis, this position is required to complete, or assist with the completion of any and all of the duties of the Community Social Service Workers. This position acts for the Regional Manager, Child and Family Services as required. This position provides cover of responsibilities for other supervisors as necessary.

This position is appointed as a Child Protection Worker as per the *Child and Family Services Act (2016)* to deliver services in the following program areas:

- Intake and Investigation
- Voluntary Services
- Support Services
- Family Re-unification
- Permanency Planning
- Foster Care
- After-Hours emergency services, 365 day per year

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, the Supervisor is responsible to promote and support a system-wide shift towards prioritizing family support, culturally-based prevention and intervention, and family and community-driven programming that supports the health and wellbeing of all families who are struggling with multiple barriers to safely stay together.

This position requires the incumbent to practice from a perspective that is trauma- and violence-informed, anti-oppressive, strengths-based and family centered approach and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful and humble.

The Regional Supervisor, Child and Family Services will be required to provide after-hours supervision to Community Social Service Workers on a regular basis.

This position can provide assistance and services to other Regions within the other Authorities from across the NWT.

RESPONSIBILITIES

- 1. Ensure that all child protection reports are appropriately screened and investigated and that all requests for assistance receive an appropriate response.**



- Review child protection reports, determine the required response in conjunction with staff, and assist staff with the formulation and implementation of an action plan;
- Review and sign off on all reports and child protection investigations to ensure that they meet legislative standards, policy standards and best practice guidelines;
- Provide direct supervision on each case, review and approve written documentation;
- Consult with the Manager regarding complex or politically sensitive cases, or in situations involving serious occurrences, providing recommendations for action and follow-up and implement recommendations;
- Provide education to families, the public and to other agencies regarding the mandate and responsibility of child protection services in the community;
- Manage the Child and Family Services electronic database system by reviewing, and signing off all required documents daily;
- Provide direction to staff on legislative requirements, policy and procedures, and assist staff in developing or enhancing their knowledge, skills and abilities;
- Promote and facilitate the development of a collaborative partnership with all local RCMP detachments and direct the coordination of all investigations of potential criminal maltreatment reports in conjunction with the RCMP;
- Consult and partner with Indigenous organizations, schools, medical professionals, day care personnel, and other relevant government and non-government agencies;
- Support staff in attaining the knowledge to be able to assess the ability and capacity of parents and/or care givers to provide appropriate care and protection to their children within the families appropriate cultural context
- Monitor, direct, and support staff in the completion of assessments on children and families;
- Provide guidance and direction to staff in the development and implementation of agreements and written plans in collaboration with children, families, and their support system;
- Provide after-hours supervision to staff on a rotational basis to ensure supervision coverage after working hours, 24 hours a day, 365 days per year;
- Approves after hours call outs for Family and Community Social Workers;
- Ensures staff adhere to worker safety protocols such as per home visit safety guidelines;
- De-escalate crisis situations through negotiation and mediation with parents, children, extended family members, staff, community advocates and lawyers;
- Respond to, address and attempt to resolve complaints made against staff by clients, community resources and the public;
- Debrief issues, concerns and critical incidents with staff;
- Demonstrate appropriate social work skills, intervention methods, organizational skills, and mentor staff in these areas;
- Assume responsibilities of Regional Manager, Child and Family Services as required;
- Facilitate meetings with staff;
- Oversee provision of appropriate documentation and file maintenance in accordance with the Child and Family Services Act and Standards.



2. Facilitate the effective delivery of case management, family re-unification and permanency planning programs by providing guidance, leadership and direction to staff and management.

- In consultation with the Manager, develop and implement work plans for programs;
- Promote and provide leadership in the development of multi-disciplinary teams, facilitate case conferencing with families, Indigenous Organizations, government and non-government agencies, monitor and evaluate case conferencing activities;
- Review, approve and direct casework to ensure that planning with families is family centered, guided, attainable, appropriate, based on best practices, and culturally relevant;
- Collaborate with colleagues and/or managers of other programs to ensure effective service coordination for children and families;
- Communicate with Regional Managers and Specialists as per the provision of information and recommendations on complex cases and permanency planning;
- Manage resources effectively and efficiently, including staffing resources, financial resources, and other program resources;
- Provide consultation and direction to staff in all significant areas impacting children;
- Collaborate with the Authority on initiatives designed to strengthen permanency planning;
- Provide leadership and direction to staff in the negotiation of access and care arrangements;
- Review and direct the development of permanency plans for children in care, including consultation with all key stakeholders in the child's life inclusive of any Indigenous Governing Body or Indigenous Organization, the completion of all required documentation, an extensive examination of extended family resources, taking into account the child's connection to their extended family, community and culture, and with whom and where the child will live throughout their childhood;
- Collect, analyze and report on different aspects of the Child and Family Services Program;
- Project future program needs;
- Develop strategies so that all Child and Family Service staff are aware and clear of their roles and responsibilities.

3. Provide clinical supervision and manage staff and resources effectively, within GNWT guidelines.

- Provide regular scheduled clinical supervision in alignment with any clinical supervision policies.
- Train, coach, mentor, supervise staff, and monitor the completion of court work, and court documentation, and ensure compliance with rules of the court, as well as Child and Family Services legislation and standards;



- Review all court documentation, including affidavits, notices of motion, court orders, originating notices, adjournment orders, case plan reports, and other documents as required by the court;
 - Assign cases and other job responsibilities to staff and ensure workloads are equitable amongst staff;
 - Monitor compliance of staff in carrying out the terms and conditions outlined in case plans, court orders, and monitor compliance of all parties, and arrange reviews when required;
 - In conjunction with the Manager facilitate and/or review file audits in all programs on a consistent basis, provide results of file audits and recommendations to applicable staff, and devise action plans as per quality assurance;
 - Carry out administrative duties in compliance with Labour Relations policies, Human Resources policies, and the Union of Northern Workers (UNW) Collective Agreement;
 - Work in conjunction with the Regional Manager, Child and Family Services and Human Resources staff to recruit, interview, and recommend employees for hiring to fill vacant positions; and
 - Provide monthly activity reports to the Regional Manager, Child and Family Services, outlining caseloads, activities, issues and recommendations;
 - Model and ensure a respectful work environment;
 - In conjunction with the Manager coordinate the core competency framework implementation with staff;
 - Complete annual staff evaluations on direct reports, and monitor work objectives, core competencies, strengths, and weakness on consistent basis.
- 4. Provide general administration of Community Social Service Workers, Case Aide Workers and Administrative Staff within the Child and Family Services Program in order to provide cost effective, prompt, and quality service in accordance with the applicable Acts, Standards, Manuals, Policies, Procedures of the TCSA, Department of Health and Social Services, and the GNWT.**
- Monitor and approve/deny staff leave requests within operational and policy requirements;
 - Monitor and approve/deny staff timesheets;
 - Monitor overtime and ensure equitable balance amongst staff;
 - Monitor mandatory rest period and ensure staff compliance;
 - Develop and monitor the on call schedule and review staff's reported timesheets for accuracy;
 - Consistently report to the Regional Manager, Child and Family Services on program operations, caseloads and monthly statistics;
 - Complete performance evaluations annually in the Human Resources electronic database.



- Develop and support any performance improvement plans or other required HR related interventions to address performance concerns.
- Ensure staff have access to resources to support their overall health and wellness and promote and model self-care.

5. On an as needed basis, complete, or assist with the completion of any and all of the duties of a Family and Community Social Worker.

- Screen and investigate reports regarding child protection during office hours and provide emergency services in response to a wide range of crises, including child protection, family violence, and children mental health on a 24-hour basis.
- Provide case management functions aimed at maintaining children in the care of their parents, and work with children and families to address child protection issues so that children can be safely returned to their parents care.
- Provide case management functions aimed at supporting children in permanent care and ensure that all children in care receive appropriate permanency planning.
- Support the recruitment, support, and monitoring of foster care resources to ensure effective and nurturing care for children with a wide range of special needs.
- Accountable to perform all required court duties.
- Accountable to provide services to adults, and those with disabilities.
- Provide emergency social services after normal working hours and weekends.

6. Strengthen community resources and capacity through community development initiatives.

- Provide leadership, guidance and support to staff participating in community development initiatives;
- Collaborate and provide information and education to/from Indigenous Organizations, schools, RCMP, medical personnel, and other relevant agencies and members of the public on child protection legislation, policies, services and programs;
- Develop collaborative working relationships and partnerships with Indigenous Organizations, relevant government and non-government agencies for the purpose of enhancing service delivery to the community;
- Participate on committees for the purpose of planning and implementing emergency social services in response to catastrophic events;
- Advocate for new or improved approaches, services, programs, or methods of service delivery in order to enhance service delivery;
- Participant on social/health committees, to address a specific social or community need, and/or assist other agencies in the development and implementation of psycho-educational groups;
- Participate in joint projects and initiatives with other government and non- government agencies; and
- Promote community wellness with the public and in collaboration with other social/health agencies.



WORKING CONDITIONS

Physical Demands

The incumbent may be required to carry and transport young children, and in some cases where children are physically resistant to being carried; approximates once per on call occurrence (10 days per month) for ½ hour.

Environmental Conditions

The incumbent may experience exposure to communicable diseases through contact with clients and the public; approximating 50% of day.

Sensory Demands

Work activities involve a need to use multiple senses in the course of assessment in order to interpret effectively.

Mental Demands

This position requires the incumbent to be called upon to respond to crisis at any time, often without foreknowledge of the danger of the situation they may be walking into. This will happen daily including weekends and holidays; 1 to 3 hours when on call, and one hour per week in daytime.

There may be exposure to clients in public places after hours, in some cases causing staff to fear for their safety, and/or the safety of their family. Handling threats and verbal harassment from clients, members of the public, and in some cases other professionals. One hour daily.

On occasion there will be exposure to clients who have a history of violence, a criminal record of violent acts, and who may pose a real and significant threat and danger to personal safety.

The job holder may experience a higher level of responsibility in decision making about child protection cases; having to remember the details of 4-6 caseloads; and having to balance or mediate conflicting opinions of staff, including conflicts within the supervisor-supervisee relationship; daily occurrences from 4 to 7.5 hours.

The job holder may be the subject of reviews and/or investigations by management, the Department, or human rights organizations, the press, or the public when clients make complaints about the handling of their case; approximates 4 hours per week.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of child protection, legislation, policies, standards and procedures;



- Knowledge of supervision theory and skilled in supervision;
- Knowledge of labour relations;
- Knowledge of child development, family dynamics and communication;
- Knowledge of social work ethics, cross-cultural awareness;
- Familiarity with colonization and the residential school legacy in Canada and the impacts upon Indigenous populations;
- Knowledge of individual and family treatment perspectives, family assessment, family support approaches, child abuse/neglect, family violence, substance abuse, child resiliency, and available community resources that support children and families;
- Knowledge of negotiation and mediation approaches;
- Knowledge of forensic interviewing;
- Knowledge of conflict resolution, investigative recording, assessment of children and families, crisis intervention, risk assessment, motivational skills, advocacy, team building, case conferencing,
- Verbal and written communication skills;
- Computer skills and skills in data collection and statistical reporting, analysis and assisting in report writing and policy writing;
- Skills in negotiating and mediating disputes between staff, or staff and clients, time management, multi-tasking, performance evaluation, information management, balancing staff workloads, monitoring and evaluation, and establishing collaborative working relationships between staff and teams
- Abilities in clinical supervision; abilities in administrative supervision; leadership skills;
- Abilities in setting priorities and meeting deadlines, balancing conflicting work demands, balancing the conflicting roles of social control agent and support person to the family, balancing conflicting points of view;
- Ability to supervise in a unionized environment using positive approaches in dealing with negative situations, coaching, helping, teaching, and protecting of children's needs; and
- 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:

A diploma in social work and five (5) years directly related work experience with at least two (2) years of direct supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required



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- 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

Indigenous language: Select language

- Required
- Preferred