



IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Supervisor, Community Wellness Services	
Position Number	Community	Division/Region
27-17833	Behchokǫ	HSS / Tłıchǫ Region

PURPOSE OF THE POSITION

The Supervisor, Community Wellness Services is responsible for the overall management and leadership of the TCSA's Edzo Transitional Home and the Medical Social Work Program. The transitional housing facility serving individuals and their children who are fleeing gender-based and family violence. The Supervisor ensures the effective delivery of this culturally safe, trauma-informed program by providing both administrative and practice supervision to a team of staff, including the Team Lead, Community Wellness. The Supervisor, Community Wellness Services supervises the Medical Social Workers who work throughout the Tłıchǫ Region.

The incumbent is accountable for program operations, quality, and outcomes, and plays a key role in program development, monitoring, and evaluation. This role is critical in ensuring that residents receive comprehensive, wraparound supports including wellness programming, housing transition assistance, cultural and family support, and social work services, so they can recover from trauma, rebuild their lives, and transition successfully to independent living.

The Supervisor provides expert leadership in trauma-informed, culturally grounded care, guiding staff to deliver services that are compassionate, safe, and free of racism or discrimination. The Supervisor also serves as the primary liaison and coordinator for interagency collaboration, convening multidisciplinary wraparound case conferences with internal staff and external partners to facilitate integrated support and service planning for each family in the transitional home. All responsibilities are carried out in accordance with TCSA policies and relevant legislation, such as the *NWT Mental Health Act*, *Child and Family Services Act*, and *Protection Against Family Violence Act*, as well as Government of the Northwest Territories (GNWT) Health and Social Services (HSS) standards including those for community counselling and family violence intervention programs.



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SCOPE

The scope of the TCSA is to manage the delivery of a wide range of integrated GNWT and Tłıchǫ Government health, social, and education services for the Tłıchǫ communities of Behchokò, Whatì, Gamètì and Wekweètì. Founded as part of the Tłıchǫ Agreement in 2005, the TCSA operates as an interim GNWT organization that will eventually transition to Tłıchǫ self-government control. The Agency serves approximately 3,000 residents, administering programs such as health and wellness, mental health and addictions, child and family services, education, continuing care, and others in a culturally responsive manner. The Agency's vision, "Strong like Two People", reflects the commitment to integrating Tłıchǫ and non-Tłıchǫ approaches for better outcomes than either could achieve alone.

Located in Behchokò the Supervisor, Community Wellness Services is part of the Community Wellness Services team within the TCSA's Health & Social Services Division. This position reports to the Manager, Mental Health Services and functions as the program lead for the Edzo Transitional Home, providing direct supervision to approximately 5-6 staff including the Team Lead, Community Wellness, and Medical Social Workers.

In this capacity, the Supervisor has broad accountability for the quality, safety, and effectiveness of the transitional housing program. The incumbent works in close partnership with the Team Lead, Community Wellness who manages day-to-day client services and facility operations at the transitional home, and with the Medical Social Worker(s), who are responsible for clinical case management, assessments, and counselling support for high-risk clients within the program and across community settings. The Supervisor ensures that these roles function cohesively as a team and that their efforts are aligned with program goals and client needs. The Supervisor also engages frequently with other internal TCSA services and external partners to coordinate holistic services for residents.

The impact of the position is profound: by leading the transitional housing team and coordinating multi-agency supports, the Supervisor directly influences the safety, stability, and long-term outcomes of some of the region's most vulnerable families. Inadequate leadership or failure to maintain a high standard of care could result in safety risks for residents and staff, unmet client needs, or negative public perception of the program. The Supervisor must therefore exercise sound judgment and proactive problem-solving to manage the program effectively and ensure it remains a safe haven that truly supports healing and empowerment for its residents.

RESPONSIBILITIES

- 1. Provide strategic and operational leadership for transitional housing and adult services ensuring its effective day-to-day management and alignment with TCSA and Tłıchǫ Government objectives.**



- Plan, organize, and oversee the daily operations of the transitional housing facility through close coordination with the Team Lead, Community Wellness. Ensure staff and services are scheduled appropriately to maintain continuous support and coverage, including after-hours and weekend support plans in collaboration with security staff.
 - Implement and enforce program policies, procedures, and standards to maintain a safe, structured, and supportive living environment for residents and a consistent approach among staff.
 - Monitor overall program performance and quality, including service delivery outcomes, client feedback, and staff reports to identify successes, challenges, and areas for improvement.
 - Ensure compliance with all relevant legislation and standards in program operations, including the *NWT Mental Health Act*, *Child & Family Services Act*, *Protection Against Family Violence Act*, and GNWT standards for community counselling and family violence programming.
 - Take a lead role in risk management and crisis oversight for the program, serving as the point of escalation for critical incidents or high-risk situations. Liaise with Tłıchǫ Government and TCSA senior management, providing program updates and contributing to funding proposals, reports, and communications as needed.
- 2. Supervise and support program staff to ensure high standards of trauma-informed, culturally safe practice.**
- Provide administrative and clinical supervision (within scope) to direct reports, conducting regular one-on-one supervision and team meetings to guide practice, reinforce program values, and review client care approaches.
 - Establish performance goals and expectations for each staff member, monitor performance, and provide feedback, coaching, and development plans in line with TCSA HR policies.
 - Identify training needs and ensure completion of required certifications such as NVCI, ASIST, Mental Health First Aid, trauma-informed practice, and cultural safety training.
 - Foster a positive, collaborative team culture that emphasizes open communication, mutual support, reflective practice, and staff wellbeing.
 - Assist in staff recruitment and retention efforts for the transitional housing program, including interviewing, onboarding, and mentoring new staff.
 - Manage program resources effectively, including oversight of staffing adjustments, scheduling, and recommendations on budget needs and resource allocation.
- 3. Ensure the integration of trauma- and violence-informed best practices, cultural safety, and family-centered approaches throughout program services, in alignment with TCSA's "Strong Like Two People" vision.**



- Champion and model trauma-informed, culturally safe care in all aspects of the transitional housing program.
 - Embed Tłıchǫ cultural knowledge and healing practices into program activities by involving Elders, facilitating cultural activities, and supporting the use of Tłıchǫ language.
 - Promote a compassionate, non-judgmental service environment that is free of racism and discrimination, addressing any related concerns promptly.
 - Ensure that program services remain attuned to the needs of families and support family preservation and reunification goals when safe to do so.
 - Review and continuously update program materials, forms, and client resources to reflect current best practices in transitional housing and family violence intervention.
- 4. Facilitate wraparound service coordination and interagency collaboration to meet the comprehensive needs of transitional housing residents and community members.**
- Provide leadership in the development of multidisciplinary support networks, including regular wraparound case conferences involving internal staff and external partners.
 - Ensure seamless integration of program areas within the scope of the Mental Health Services program area such as Medical Social Work services, transitional housing program, including psychosocial assessments, complex case coordination, crisis intervention, and discharge planning.
 - Collaborate with other TCSA program supervisors to ensure effective service coordination for clients engaged with multiple services simultaneously.
 - Strengthen partnerships and promote integrated community responses to family violence and homelessness through linkages with territorial and community organizations.
- 5. Facilitate program development, planning, and evaluation efforts to ensure the transitional housing program remains effective, sustainable, and responsive to community needs.**
- Develop and implement annual work plans and strategic program goals aligned with TCSA's overall priorities.
 - Implement quality assurance and continuous improvement processes, including monitoring key program metrics and collecting data to evaluate program effectiveness.
 - Work closely with the Manager, Mental Health Services in the development and refinement of program policies and procedures in collaboration with TCSA leadership and partner agencies.
 - Manage program resources in an efficient and fiscally responsible manner, working with the Manager and finance personnel to plan and monitor the budget.



- Stay updated on emerging trends and research in transitional housing, trauma recovery, and community wellness, and incorporate innovative practices where appropriate.
- 6. Ensure the maintenance of a safe and secure environment at the Edzo Transitional Home and uphold high standards of client care and confidentiality in all aspects of the program.**
- Oversee the implementation of robust safety protocols for the facility and program, in partnership with the Team Lead, Community Wellness and contracted security services.
 - Coordinate with property management and maintenance services to address infrastructure and environmental safety concerns promptly.
 - Promote a substance-free, child-safe environment and ensure staff consistently apply program rules and respond to safety concerns in a timely, supportive manner.
 - Ensure strict adherence to confidentiality and privacy requirements, safeguarding sensitive program information and client records.
 - Oversee administrative documentation and reporting responsibilities, verifying that records meet quality standards and are completed in a timely, professional manner.
 - As needed, perform and support direct client service functions to maintain continuity of care during staff absences or high-demand periods.
- 7. Represent and promote the Transitional Housing Program, and adult services within the community and contribute to broader community wellness initiatives.**
- Act as a spokesperson and champion for the Edzo Transitional Home, and adult services in interactions with community members, partner organizations, and interagency committees or working groups.
 - Develop and maintain collaborative relationships with key community and regional stakeholders to foster a supportive ecosystem for transitional housing residents beyond their stay at the facility.
 - Participate in TCSA leadership activities as required, contributing to the planning and integration of Community Wellness Services across the region.

WORKING CONDITIONS

Physical Demands:

The Supervisor's work is performed in a combination of office and field environments. In the field, extensive walking and movement throughout the building is required to observe operations and meet with staff and clients.

The role may require carrying materials or supplies up to 15 lbs.

Environmental Conditions:



The Supervisor will regularly be present at the transitional home, where they may be exposed to potential health and safety hazards.

Sensory Demands:

The Supervisor's work requires heightened vigilance and concentration. While at the transitional home or in meetings with staff and clients, the incumbent must use acute listening and observation skills to pick up on subtle cues of tension, distress, or conflict, often in environments with background noise or emotional intensity.

Mental Demands:

This position carries significant mental and emotional demands inherent to leading a high-risk, high-impact social program. The Supervisor is regularly exposed to traumatic and emotionally charged narratives of domestic violence, abuse, and trauma through staff case reports, case conferences, or direct client interactions.

Occasional travel to Tłıchǫ communities or Yellowknife may be needed for meetings, training, or client-related coordination.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Tłıchǫ culture, traditions, community values, and the historical and social context affecting Indigenous individuals and families in the North, including the impacts of colonization and residential schools.
- Knowledge of trauma-informed and violence-informed care principles as they apply to transitional housing and family violence programs, including the long-term impacts of domestic and family violence on women, children, and communities.
- Knowledge of mental health and addictions issues and services, particularly how they intersect with trauma and family violence, and familiarity with the continuum of care in the NWT.
- Knowledge of relevant GNWT and Tłıchǫ policies, standards, and legislation governing transitional housing and social services, including the *Mental Health Act*, *Child & Family Services Act*, *Protection Against Family Violence Act*, and related practice standards.
- Leadership and supervisory skills, including coaching, mentorship, performance management, team building, staff development, and change management.
- Collaboration and communication skills, including the ability to convene and lead multidisciplinary teams, support interagency cooperation, and advocate effectively for program and client needs.
- Problem-solving and critical thinking skills to address complex case situations, assess risk, and support the team in formulating sound, client-centered action plans.
- Understanding of clinical social work and case management principles, including assessment, crisis intervention, short-term counselling, and discharge planning, to guide Medical Social Workers and other staff.



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- Organizational and administrative abilities, including project planning, time management, report writing, documentation oversight, and the use of Microsoft Office and electronic records systems.
- Resilience, self-awareness, and stress management skills, including the ability to model healthy coping and self-care strategies and maintain strong professional boundaries.
- Commitment to continuous learning and professional development, including staying current with best practices in transitional housing, trauma recovery, and community wellness.
- Commitment to TCSA's "Strong Like Two People" philosophy and the integration of Tłıchǫ and non-Tłıchǫ knowledge systems in service delivery.
- Ability to build respectful relationships with Elders, community leaders, partner agencies, and families while maintaining confidentiality, accountability, and cultural humility.
- 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.

QUALIFICATIONS

Degree or Diploma in Social Work, Psychology, Counselling, or a related human services field, with a minimum of three years of relevant experience, including one year in a specifically relevant area such as community wellness, social services, or family violence programs.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The Supervisor, Community Wellness Services will be required to complete TCSA orientation and cultural training programs, maintain up-to-date knowledge of the transitional housing program model and related policies, and be willing to travel occasionally to Tłıchǫ communities and Yellowknife for service coordination or professional development.

Valid Class 5 Driver's License (or equivalent) and ability to travel within the region.

This is a Highly Sensitive Position. A clear Criminal Record Check with Vulnerable Sector screening is required prior to hire and must be maintained.

Must provide proof of required immunizations as per GNWT/TCSA policy and a TB test or medical clearance if applicable.

- Registration, or eligibility for registration, with a professional regulatory body such as a Registered Social Worker in the NWT is preferred.
- Current First Aid/CPR certification (or ability to obtain soon after hire).



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- Non-Violent Crisis Intervention (NVC), Applied Suicide Intervention Skills Training (ASIST), Trauma-Informed Care, Cultural Competency, and Mental Health First Aid training are required assets or must be obtained within the timelines set by TCSA.

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 satisfactory criminal records/vulnerable sector 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 – Tłıchǫ:

- ☐ Required
- ☒ Preferred