



IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Team Lead, Community Wellness	
Position Number	Community	Division/Region
27-17834	Behchokǫ	Health and Social Program/Tłıchǫ

PURPOSE OF THE POSITION

The Team Lead, Community Wellness is responsible for ensuring the effective delivery and daily operation of the Edzo Transitional Home – a 9-unit transitional housing facility dedicated to providing safe, trauma-informed, and culturally appropriate housing and support for individuals fleeing gender-based violence. They will also support other aspects of Mental Health Services within the communities.

By providing leadership, supervision, and program coordination, the Team Lead, Community Wellness ensures that residents receive integrated wraparound services that help them heal from domestic and family violence, stabilize their lives in a secure environment, and successfully transition to independent living. This includes overseeing a small team of Community Wellness Workers and support staff, coordinating programming and partnerships, and maintaining a safe, supportive home environment where residents can rebuild their lives and develop skills for long-term wellbeing.

The Team Lead models and upholds Tłıchǫ values and a trauma- and violence-informed approach to ensure services are delivered with cultural safety, respect, and compassion. All services are provided in accordance with TCSA policies and territorial legislation, including the *NWT Mental Health Act*, *Child and Family Services Act*, and the *Protection Against Family Violence Act*, as well as the Mental Wellness and Addictions Recovery Action Plan and Department of Health and Social Services of the Northwest Territories Health standards and protocols of the Community Counselling Program.

SCOPE

The scope of the 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, Gametı, Wekweètı and Whatı. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ Government (TG) will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000



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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.

Located in the Edzo community (Behchokǫ) and reporting to the Supervisor, Community Wellness Services, the Team Lead works within the Health and Social Programs division of TCSA to lead and coordinate the new Transitional Housing Program. This position supervises a team of 3-4 front-line staff who deliver direct services at the Edzo Transitional Home and has oversight of the day-to-day operations and safety of the facility, ensuring it remains a secure, supportive environment aligned with program policies and best practices for trauma-informed transitional housing. The Team Lead works closely with on-site security, the Medical Social Worker, Community Counsellors, Child & Family Services staff, healthcare providers, and Tłıchǫ Government and community agencies. The role is accountable for program outcomes, staff performance, client safety, and interagency collaboration.

The impact of this position is significant: by providing culturally safe, trauma-informed wellness support to some of the Tłıchǫ region's most vulnerable members, the Community Wellness Worker helps individuals and families rebuild strength and resilience after experiencing violence. Failure to provide effective support could result in unmet needs, risk to clients' safety, and diminished trust in the transitional housing program. The incumbent's work directly influences residents' ability to heal, maintain family unity, and successfully reintegrate into safe, independent community living.

RESPONSIBILITIES

1. Provide overall supervision and day-to-day management of the Edzo Transitional Housing Program, ensuring safe operations and high-quality service delivery.

- Oversee daily operations of the transitional housing facility, ensuring continuous coverage and support for residents. This includes developing staff schedules to ensure that client's needs are being met.
- Implement program policies and procedures (e.g., admission processes, safety protocols, confidentiality measures) consistently and thoroughly, to maintain a secure, structured, and supportive living environment for residents and staff.



- Coordinate resident intake and discharge processes in collaboration with the Admissions Committee and Supervisor, ensuring placement decisions are made fairly and expediently (e.g., using a Vulnerability Assessment Tool for prioritization).
- Monitor the condition of the facility and program resources, liaising with Tłıchǫ Property Management Ltd. (TPM) and maintenance services for timely upkeep and repairs, and with on-site security personnel to address any facility-related incidents or safety concerns.
- Ensure program adherence to all relevant legislation, policies, and standards (e.g., *NWT Mental Health Act*, *Child and Family Services Act*, *Protection Against Family Violence Act*, GNWT transitional housing and community counselling standards) in service delivery.

2. Supervise, coach, and support Transitional Housing Program staff to maintain high standards of trauma-informed, culturally safe care for residents.

- Provide direct supervision to the program's Community Wellness Worker(s) and any additional support staff, including setting clear performance expectations, workplans, and regular supervision meetings.
- Conduct staff orientation and ongoing training in trauma- and violence-informed care, cultural safety, Non-Violent Crisis Intervention (NVC), suicide intervention (ASIST), and other relevant topics to build team capacity and ensure consistent, high-quality service delivery.
- Facilitate regular team meetings and debriefings, promoting a culture of reflective practice, teamwork, and peer support. Encourage staff to share challenges and successes, address any conflicts, and learn from each other's experiences to continuously improve service delivery.
- Monitor staff performance and service quality, reviewing documentation (e.g., case notes, safety plans, incident reports) to ensure compliance with policies and best practice standards. Provide feedback, coaching, and corrective guidance to staff as needed, and formally evaluate performance in line with TCSA HR processes.
- Identify staffing or training needs and communicate these to the Supervisor, Community Wellness Services. Coordinate backup staffing or on-call support during evenings, weekends, and emergencies to maintain coverage, and participate in the recruitment and selection of new staff as required.

3. Foster a safe, secure, and culturally respectful environment for residents by implementing rigorous safety and risk management protocols.

- Develop, implement, and regularly update safety plans and emergency response protocols (e.g., evacuation procedures, violence prevention strategies) specific to the transitional home, in line with program guidelines. Train staff to respond



effectively to crises or incidents and conduct periodic drills or reviews to ensure preparedness.

- Ensure resident confidentiality and protection measures are strictly enforced (e.g., location confidentiality, controlled entry for visitors including RCMP/CFS staff, and on-site security coordination) to prevent unauthorized access or breaches that could compromise resident safety.
- Oversee the management of critical incidents within the home, including crisis de-escalation support when needed and post-incident debriefs with staff and residents. Guide staff in incident reporting and documentation processes and review all incident reports promptly, implementing follow-up actions and refining preventive strategies as necessary.
- Maintain a substance-free environment per program policy, ensuring that staff and residents understand and follow the rules regarding alcohol and drug use on the premises (e.g., expectation that any substance use occurs off-site with proper child care arrangements). Address any safety or behavioural issues related to substance use or other policy violations swiftly and supportively, in coordination with the Supervisor and other relevant authorities.
- Be available (or ensure delegated coverage) for after-hours consultation or emergencies on a rotational basis, providing leadership during critical situations to support staff and residents until additional help (e.g., RCMP, crisis team) is engaged.

4. Coordinate integrated, client-centered support services and community partnerships to meet the diverse needs of transitional housing residents and the greater community.

- Work collaboratively with the TCSA Medical Social Worker(s) and Community Counsellors to streamline case management and counselling support for residents and community. Ensure that each resident has an individualized support plan (covering safety, housing, health, counselling, legal, and other needs) and that staff assist residents in meeting their goals.
- Liaise closely with Child and Family Services (CFS) and Family Preservation Programs to support any residents who are parents involved with child welfare. Ensure that program interventions align with family preservation and child safety goals, balancing mothers' healing with children's well-being and any statutory CFS requirements.
- Facilitate interagency collaboration by maintaining strong working relationships with key partner organizations (e.g., local RCMP detachment, YWCA NWT, health centers, mental health and addictions services, housing agencies, legal and income support services, and the Tłı̨chǫ Government). Lead case conferences or case reviews as needed for complex cases, ensuring a coordinated wraparound approach to service provision.
- Engage Elders, knowledge holders, and cultural support providers to integrate



Tłıchǫ cultural practices and land-based healing into programming for residents and their children, in collaboration with partner programs and community groups.

- Develop and maintain referral pathways and protocols with external services, ensuring that transitional housing residents can easily access health care, counseling, legal aid, employment support, educational opportunities, safe long-term housing solutions, and other resources that will help them achieve sustainable independence.

5. Program development, evaluation, and administrative functions to ensure continuous improvement and accountability in the Transitional Housing Program and services to the greater community.

- Collect and track program data (e.g., number of residents served, length of stay, outcomes such as housing obtained, safety incidents, etc.) and report regularly to management and funders. Analyze data to identify trends, successes, and areas for improvement in service delivery and resident outcomes.
- Coordinate internal program evaluations, quality assurance reviews, and client feedback processes to assess program effectiveness, cultural safety, and trauma-informed practices. Develop and implement corrective action plans or new initiatives to address any identified gaps or emerging needs, in consultation with the Supervisor and relevant stakeholders.
- Contribute to policy development and planning by collaborating with the Supervisor, Community Wellness Services (and other supervisors as applicable) to update or create policies, procedures, and service standards for the transitional housing program. Ensure all program staff understand and follow these policies, and that the program remains aligned with TCSA's strategic goals and community needs.
- Manage program resources and administrative duties effectively, including overseeing a modest operational budget or resources for programming (e.g., food security, activities), approving staff timesheets and leave, and ensuring documentation (case files, meeting minutes, etc.) is completed to TCSA standards and stored securely.
- Represent the transitional housing program in internal and external forums as required: participate in *TCSA Community Wellness and Child & Family Services meetings*, contribute to interagency committees or working groups on family violence and housing, and deliver public presentations or education sessions on the program to community partners or leadership as needed.
- When applicable, providing supportive services and programming to the greater community to increase awareness of gender-based violence and other social program issues.



6. Working with the Community-at-large to develop appropriate programming and psychoeducational sessions to increase understanding and awareness of social issues.

- Work with community wellness workers to develop appropriate presentations for the community to increase awareness of social issues.
- Manage promotions of the programming within the community and collect and track program data.

WORKING CONDITIONS

Physical Demands:

The Team Leader, Community Wellness divides time between an on-site office environment within the transitional home and interaction throughout the residential facility. Frequent movement within the building is required to supervise staff, engage with residents, and respond to issues as they arise. The incumbent may occasionally need to assist with client activities or supplies, which can involve lifting or carrying up to 15 lbs.

Environmental Conditions:

The building is a communal living setting; the Team Lead must navigate frequent interruptions, elevated noise levels, and possible exposure to communicable illnesses (e.g., colds, flu) typical in group living environments. Occasional home visits or community outreach may be required, which can involve exposure to unsanitary conditions or inclement weather when visiting external locations.

Sensory Demands:

The role requires heightened sensory awareness and focus. Within the transitional home, the Team Lead must continuously observe and listen for signs of conflict, distress, or breaches of security.

Mental Demands:

This position carries significant emotional and mental stress due to the high-risk situations and sensitive issues involved. The Team Lead is regularly exposed to stories of abuse, trauma, and crisis (including details of violence, child abuse, or sexual assault), which can be emotionally taxing and may lead to vicarious trauma or compassion fatigue if not managed with self-care and support. The incumbent must balance multiple urgent priorities, respond to emergencies calmly, and manage stress effectively.

Travel between Behchokǝ, Yellowknife and other Tłıchǫ communities may be necessary for training, meetings, or to coordinate services for clients.

KNOWLEDGE, SKILLS AND ABILITIES



- Knowledge of Tłıchǫ culture, traditions, and community values, as well as understanding the impacts of colonization, including residential schools and intergenerational trauma, on the wellbeing of Indigenous families in the North. A deep appreciation for Tłıchǫ language and culture is essential to providing culturally safe and relevant support services.
- Knowledge of the dynamics and impacts of gender-based violence, intimate partner violence, and complex trauma on women, children, and families. This includes understanding of how gender-violence and addictions affect child development and family functioning and the necessity of family preservation and reunification approaches where safe and appropriate.
- Knowledge of trauma-informed and violence-informed care principles, and the ability to apply strengths-based, family-centered interventions that promote healing and resilience while minimizing re-traumatization.
- Knowledge of mental health and addictions issues and services, including the range of mental health counselling and treatment options (e.g., counselling, psychiatric services, addictions treatment, on-the-land healing) available to individuals and families in the Tłıchǫ region and NWT.
- Knowledge of relevant legislation, policies, and best practices, such as the *NWT Mental Health Act*, *Child and Family Services Act*, *Protection Against Family Violence Act*, and GNWT/TCSA Mental Health and Community Wellness program standards.
- Understanding of confidentiality and privacy requirements, with the ability to follow GNWT and TCSA standards to protect client information and maintain a professional code of ethics.
- Leadership skills, including the ability to train, mentor, and evaluate staff, manage team dynamics, and build a positive team culture grounded in trust, accountability, and mutual respect. Ability to apply GNWT human resource practices, including handling performance issues, adhering to the Collective Agreement, and supporting staff well-being.
- Collaborative skills and the ability to work effectively within an interdisciplinary team (e.g., social workers, counsellors, security staff, Elders, healthcare providers, RCMP). This includes excellent communication, consultation, and cultural humility to partner with colleagues, agencies, and community members in supporting client needs.
- Interpersonal and counseling skills, including active listening, empathy, conflict resolution, and crisis intervention abilities, to effectively support residents through highly stressful or traumatic situations. Ability to engage with clients in a non-judgmental, respectful, and compassionate manner and to build trust even under challenging circumstances.
- Analytical and evaluative skills to monitor program outcomes, quality of services, and compliance with standards. Ability to use basic computer applications (e.g., Microsoft Word, Excel, email) and electronic case management systems for documentation, data analysis, and reporting.



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- Self-awareness and resilience, including the ability to engage in self-care and utilize available supervision and support to avoid burnout or vicarious trauma, given the emotionally demanding nature of the work.
- Proficiency with computer applications (e.g., Microsoft Office suite, email) and ability to learn and use electronic health/case record systems for documentation purposes.
- Dedication to continuous cultural learning and a commitment to TCSA's values – including "Strong Like Two People" – by integrating Tłı̨chǫ cultural knowledge with professional best practices in daily work.
- Knowledge of trauma-informed practice, family violence intervention, crisis response, or transitional housing support
- 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 Services Work, Counselling, a related social services field, with a minimum of one year of experience in providing frontline mental health, gender-based violence, or community wellness services in a cross-cultural context.

Or, lived experience in the Northwest Territories for a minimum of three years. Lived experience is defined as direct knowledge and understanding of living in a community within the NWT, preferably within the Tłı̨chǫ Region

- direct knowledge and understanding of wellness programs and services within a NWT community and/or within the Tłı̨chǫ Region through direct experience
- active in and supportive of community activities and events
- active in and supportive of cultural activities
- practicing a healthy lifestyle which is based on cultural understanding and practices
- Indigenous cultural knowledge and understanding of healing grounded in Indigenous values and practices

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Must have a valid Class 5 Drivers License (or equivalent)

Must be able to produce a satisfactory criminal record check and departmental check.

This position requires an up-to-date immunization record.

- Current First Aid/CPR certification (or ability to obtain within 3 months of hire).



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- Non-Violent Crisis Intervention (NVCi) and Mental Health First Aid training (or willingness to complete these within 6 months of hire).
- Applied Suicide Intervention Skills Training (ASIST) (or willingness to complete within 6 months).

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

Indigenous language: Tłıchǫ

- ☐ Required
- ☒ Preferred