



Tłıchǫ Community Services Agency
Dǫ Nǎke Lanı Nǎts'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Director, Child & Family Services	
Position Number	Community	Division/Region
27-5452	Behchokǫ	Health & Social Services Headquarters/ Tłıchǫ

PURPOSE OF THE POSITION

The Director, Child & Family Services (DCFS) is a key executive management role, responsible for providing vision and leadership to the strategic planning, direction, delivery and evaluation of Child and Family Services for the Tłıchǫ region.

The Director, Child & Family Services (DCFS) portfolio includes the following functional areas: child protection, children in care, foster care, adoption services, prevention and family preservation services.

This position works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of Northwest Territories (GNWT) acts, regulations, policies and Tłıchǫ Community Services Agency (TCSA) policies and procedures.

This position is also appointed as a Deputy Director Practice of Child and Family Services. The duties of this will include performing and exercising delegated duties and powers of the Statutory Director of Child and Family Services. This role has a matrix reporting structure with the Executive Director of Child and Family Services, DHSS which holds the Statutory Director appointment as well.

SCOPE

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the NWT Tłıchǫ communities of Behchokǫ, Gamètì, Wekweètì and Whatì. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an *interim*

Government of the Northwest Territories (GNWT) organization through which the Tłıchǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget in excess of \$30M. Programs and services include early childhood education, K-12 education, health and wellness, child and family services, mental health and addictions, and 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. The failure to integrate local knowledge represents a waste of expertise, and a loss of critical information that may lead to inappropriate or even destructive interventions and strategies.

The TCSA administers all regional health and social services (HSS) delivered to a population of approximately 3,000 residents of the Tłıchǫ region through 3 Community Health Centers and 1 Community Health Station, and for the residents of the Jimmy Erasmus Seniors Home (JESH). The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities’ well-being through excellence, accountability and respect for regional diversity.

The Director, Child & Family Services (DCFS) is located in Behchokǫ and reports to the Executive Director, Operations & Program Integration. The Director, Child & Family Services (DCFS) will work to ensure that children, family, and community needs are being supported and addressed, identify and address program challenges and opportunities for improvement, establish program objectives, and to report on and contribute to the evaluation of the effectiveness and efficiency of program delivery in the region. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the healthcare team.

The portfolio of the Director, Child & Family Services (DCFS) is to oversee the TCSA Child and Family Services division. The following positions are the direct reports to the DCFS:

Manager of Child and Family Services: provides management expertise and is responsible

for leadership for Child and Family Services for Tlicho Region.

Manager, Social Services: manages the development of social services programs.

The DCFS will work collaboratively with the TCSA Leadership, NTHSSA CFS Leadership, Hay River CFS Leadership, and the DHSS Executive Director of Child & Family Services as required to ensure that territorial policies, standards, and service quality levels are achieved at the regional level.

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. Sets strategic direction to administer and facilitate the day-to-day operations of the Child and Family Services portfolio for the TCSA and through collaboration with the NTHSSA and HRHSSA.**
 - Analyzes internal and external situations and data to facilitate planning, decision-making and progress.
 - Demonstrates systems thinking in the planning and implementing of service improvements, monitoring, and evaluating service delivery.
 - Responsible for the implementation of standards and processes for measuring success and tracking quality service delivery and outcomes.
 - Fiscally responsible for the delivery of services and programs within the portfolio.
 - Initiates and maintains relationships with key stakeholders in the region, Government, community groups and other related external agencies.
 - Serves on various committees, both internally and externally, to facilitate the provision of quality services and the coordination of service on a local, regional, and national level.
 - Demonstrates and models awareness and sensitivity to the cultural needs of clients and staff.
 - Oversees and directs the preparation of operational plans, capital plans and operating budgets.
 - Provides consultation and advice to the Executive Director Operations & Program Integration and the Statutory Director.
 - Oversees the planning, development and design of new programs and services.
 - Ensures quality indicators are monitored and reported, analyzes data and information identifying trends, risks, and quality improvement opportunities, and leads or ensures risks are mitigated and improvement opportunities addressed.
- 3. Perform the duties of Statutory Deputy Director Practice of Child and Family Services.**
 - Perform and exercise all of the duties and powers of the Statutory Deputy Director Practice under the *Child and Family Services Act* and the Child and Family Services

Accountability Framework. Responsibilities include but are not limited to:

- Final approver for all Applications / Extensions or Rescinding for Permanent Custody Order.
- Final approver for all Application's for Public Guardianship.
- Final approver for Section 7 (3)(n) under the *Child and Family Services Act* the child requires medical treatment to cure, prevent or alleviate serious physical harm or serious physical suffering, and the child's parent does not provide, or refuses or is unavailable or unable to consent to the provision of, the treatment;
- Final approver for all requests for Psychotropic medication for a child in Permanent Custody.
- Recommends to the Statutory Director all applications for Out of Territory Placements.
- Will attend, contribute and participate in the CFS Coordinating Meeting and Statutory Directors Forum.

2. Coordinates, manages, and supports the development of decision support to meet the needs of the organization.

- Develops strategies for ensuring that Child and Family Services staffing resources are allocated throughout the TCSA to deliver quality program services, efficiency, and equitable workload.
- Assists with acquiring all necessary resources (funding, space, time, information, and equipment) which are consistent with Child and Family Service goals.
- Directs the planning, development and evaluation of Child and Family Services; ensures quality standards are maintained.
- Ensure that Child and Family Services is carried out within all legal and Accreditation Canada standards for quality, safety, and security.
- Provides leadership to all human resources functions, including planning, recruitment, orientation, orientation education, evaluating manager and staff performance, labor relations and job issues. This includes providing guidance in resolving complex human resource issues.

4. Supports utilization management to ensure resources are used in the delivery of services and programs to promote efficiency and effectiveness.

- Develops frameworks and processes for the effective management of services to ensure appropriate and equitable access to services.
- Provides leadership for ongoing utilization analysis and management information to management team.
- Develops key benchmarks and performance measures and the establishment and implementation of methods for capturing, testing, and applying measurements that support operational efficiency and effectiveness and improvement.

5. Provides leadership and management to the Child and Family Services team to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- Maintains an effective organization structure in line with Child and Family Services vision, legislation, standard and policies and prescribes the authority and

responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.

- Develops and maintains a strong team that is accountable for the management of their portfolios and ensures that activities are consistent with the mission, vision, values of the TCSA and Child and Family Services.
- Maintains and develops the relationships between staff and, community and Indigenous relations and ensures the credibility of services provided by the program area.
- Takes a proactive approach to succession planning by identifying key members of the department and providing opportunities for growth and development.
- Provides clear, concise and considered direction to Managers by identifying preferred courses of action, clarifying expectations, acknowledging achievements, reviewing milestones, and introducing service quality reviews.
- Provides coaching and clinical supervision to Managers.
- Will act as a mentor to Managers.

6. Provides leadership and management to the Child and Family Services team to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- 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, Union of Northern Workers, and Workers' Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Senior Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

There may be exposure to communicable diseases as the office setting is located in hospital.

Sensory Demands

The DCFS is required to simultaneously listen, and observe for verbal and non-verbal language/communication of clients and employees.

Mental Demands

The DCFS works within stringent and often conflicting priorities and deadlines. The

incumbent encounters interruptions which are often emergencies.

The DCFS must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Responding to social crises can occur at any time. Such incidents may involve the loss of life through situations involving suicide, fires, accidents. The DCFS provides on-call duties to support Managers and Supervisors and is expected to be available after hours on weekdays and weekends for emergency calls relating to child and family services issues.

The DCFS interacts with clients that may present as dangerous and/or unpredictable.

The DCFS is expected to travel to Tlicho communities and other Territories and/or Provinces, which includes regularly travelling on small planes and ice/winter roads during all seasons.

In carrying the appointment of the Deputy Director Practice there are often decisions to be made that have long-term personal impacts to the lives of others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of theories, principles, and practices of professional social work with particular emphasis on assessment techniques, family systems, separation, loss and grieving, child, and youth development and how these affect the placement and the dynamics of child protection.
- Ability to interpret and apply detailed and complex legislation, regulations, policies, standards, and procedures related to professional social work practice.
- 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 of Health and Social Service Legislation, programs, services, and policies, and ability to acquire knowledge of specific procedures.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health & social services.
- Knowledge of total quality management or continuous quality improvement processes.
- Ability to apply a high level of sensitivity in responding to and handling client concerns.
- Knowledge in the development and implementation of effective child and family services.
- Knowledge and skills in working with small northern communities and with northern Indigenous peoples.
- Leadership and motivational skills and ability to build capacity in others.
- Conflict resolution and problem-solving skills.
- Organizational skills and ability to manage competing timelines.
- Interpersonal and inter-group skills to effectively lead and facilitate internal, external,

individual or multidisciplinary division team or group.

- Communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team-based setting.
- Analytical and problem-solving skills to investigate and initiate corrective action to problems/issues encountered during the planning, development and delivery of operational initiatives, programs and services.
- Ability to make sound clinical decisions and develop and implement child protection related programming is required.
- Knowledge of and ability to apply government legislations, policies, standards, and service contracts.
- Ability to develop strong consultative relationships with stakeholders.
- Ability to think strategically, towards future objectives.
- 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 Master's degree in Social Work or other related social services field. A minimum of five (5) years work-related experience in child and family services, with a minimum of six (6) years of management experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Must be eligible for current licensing with NWT Health and Social Services Social Work Registrar.
- This position will be required to attend Child and Family Services Core training to receive their Deputy Director Practice Appointment.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal record 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