



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Mental Health and Addictions Services	
Position Number	Community	Division/Region
48-11141	Fort Simpson	Mental Health and Addictions/Dehcho

PURPOSE OF THE POSITION

The Regional Manager, Mental Health and Addiction Services (RMMHAS) will play a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of mental health and addiction care/ services, within the Dehcho Region. Under the strategic guidance of the NTHSSA, the position will develop, implement, monitor, and provide reporting on the delivery of mental health and addiction services within their region. Mental Health and Addictions positions are operated within the NTHSSA Community Counselling Program which includes Mental Health and Addictions Counsellors, Child and Youth Counsellors, Community Wellness Workers, and Case Managers across the seven NTHSSA regions. The specific positions that exist in each regional team vary, based on regional operational need.

This position provides overall management of the following programs within the Dehcho Region: Mental Health Services, Addiction Services, and Community Wellness.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set



clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Fort Simpson, the RMMHAS reports directly to the Dehcho Region Chief Operating Officer (COO). The RMMHAS will work closely with their COO and with the NTHSSA Territorial Manager supporting this program area to ensure that service-user needs are being supported. In addition, the RMMHAS will identify and address program challenges, opportunities for improvement, establish program objectives, and report on the effectiveness of program delivery within the region. The RMMHAS will contribute to the development of the program area across the territory through their participation in cross-territory initiatives and projects.

This position is located in the Dehcho Region and the incumbent is responsible for the overall daily management of Dehcho Region mental health and addiction services and programs, an annual operating budget of \$1.3 million, and a staffing group of 7, with 7 direct reports. Direct reports include the following positions: Mental Health and Addictions Counsellor (4), Child and Youth Counsellor (1), Case Manager (1).

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 safe, competent, and consistent mental health and addiction services to clients in the Dehcho Region communities. The incumbent is responsible for recruiting and hiring and managing a skilled workforce.

The decisions and recommendations made by the RMMHAS may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets. This requires effective research, analyzing, and problem solving to be facilitated to ensure effective use of funding.

RESPONSIBILITIES

- 1. Provides leadership, direction, and professional expertise in the delivery of quality-based Mental Health and Addiction Services within the Dehcho Region of the NTHSSA.**
 - Provides leadership to regional staff and programs to ensure that all mental health and addiction service users served by the Dehcho Region receive equitable, efficient, appropriate, accessible, timely, and safe mental health/ addictions services.



- Collaborates with the Territorial Manager, Mental Health and Community Wellness to identify current and future delivery requirements in Mental Health and Addiction Services through consistent territory-wide program development.
- Advises and informs the regional COO 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 addictions services users, and the integrity of the Dehcho Region of the NTHSSA.
- 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 NTHSSA.
- Leads the development of, and implements a mental health and addictions work plan for the region that align with the NTHSSA strategic direction policies, and procedural guidelines for mental health and addictions services.
- Work collaboratively with the NTHSSA 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 NTHSSA.
- Collaborates with the Territorial Manager, Mental Health and Community Wellness to develop regional procedures for Mental health and Addictions program areas.
- Communicates with the Territorial Manager, Mental Health and Community Wellness to and other members of the Clinical Integration Team to share program priorities and goals.
- Work collaboratively with the Territorial Manager, Mental Health and Community Wellness to, to implement an integrated system of primary and community health and social care and services to more effectively meet the needs of service users with chronic and mental health and substance use conditions.
- Collaborates with Regional Managers within related disciplines in the NTHSSA, the TCSA 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 Territorial Manager, Mental Health and Community Wellness to implement a virtual counselling and wellness services in Dehcho Region to bridge geographical disparities and improve access to psychiatric care and counselling services.
- In collaboration with the Territorial Manager, Mental Health and Community Wellness implement an Integrated Care Pathway for mental health and addictions care. (An Integrated Care Pathway is a multi-disciplinary plan of care that blends service user needs, quality outcomes, and controlled costs, with predetermined standards of care using a process based on sound literature review).
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team and Territorial Manager, Mental Health and Community Wellness 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 Regional/Territorial Quality and Client Experience Team and Territorial Manager, Mental Health and Community Wellness to ensure team and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendations from Accreditation Canada surveyors.
- Reports work plan process to the COO, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Mental Health and Community Wellness.
- Gather data and information to track program indicators set by the NTHSSA leadership team.
- Promotes service user involvement in planning and service design, as well as in quality and safety issues at the organization level, including quality improvement and service user safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of service users and their family members. Supports mutually beneficial partnerships between service users, families, and other care 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 Addiction Services 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 Dehcho Region. Variance reporting as required.
- Manages the mental health and addiction services within the allocated resources and in accordance with Territorial Acts and Regulations, NTHSSA 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 NWT.
- Collaborates with Regional Managers and any relevant dyadic leadership counterparts of the Dehcho 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 Territorial Mental Health and Community Wellness to plan programming and models of care delivery.
- Travels to communities within Dehcho Regional and/or NWT to conduct file reviews and audits as required.



- Post, negotiate and manage contribution agreements and contracts with regional NGO as it relates the Mental Health and Addictions and Community Wellness portfolio.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Participates in the recruitment, placement, and orientation of staff, and participates in developing strategies for staff retention.
- Supports the educational needs of all staff via TELEHEALTH, conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.

3. Leads and manages mental health, addiction, and family violence service delivery in response to regional and local service user needs.

- Collaborate with other community-based and departmental service providers in the Dehcho Region to ensure coordinated and seamless service provision of Mental Health and Addictions programming (i.e. Indigenous Band Wellness Teams, NGOs, etc.).
- Provide leadership and demonstrate best practice methodology to regional Mental Health and Addictions staff.
- Identify training needs for Mental Health and Addictions staff and other program community resources, and work in collaboration with the Child, Family and Community Wellness Division.
- Identify the need for further treatment and assessment resources and work in collaboration with the Territorial Manager, Mental Health and Community Wellness
- Work in collaboration with other service providers to coordinate service user referrals to appropriate resources.
- Ensure Mental Health and Addiction file are maintained according to the highest possible standards.
- Review, monitor and utilize clinical assessment tools to determine appropriate treatment plans for clients and families.
- Review 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.
- Provision of 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.
- Liaise with the Dehcho Region Community Leaderships in regard to overall program education in the communities.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional levels.



- May be required to provide coverage for the Chief Operating Officer (Acting/COO) in their absence.

4. As the senior clinical counsellor, the RMMHAS is responsible for providing clinical counselling leadership, education, and direction to their direct reports in order to enhance the professional functioning of those employees. Some of the clinical leadership, guidance and direction is provided to staff located in remote communities by distance (i.e. telephone) and may be provided to employees of programs provided via contribution agreement.

- Provide ongoing individual and group clinical supervision sessions using a variety of clinical supervision models and intervention techniques including but not limited to solution-focused, cognitive-behavioral, narrative, developmental, systems, and /or expressive therapies models.
- Develop a relationship of safety and trust in order to provide support to staff experiencing new and challenging situations. This includes being able to support staff strengths, as well as encouraging and teaching staff to use new and/or different skills and intervention techniques.
- Assess and problem solve factors that may impact the clinical supervision relationship including staff resistance, shame, anxiety, and the need to portray self in a positive light.
- Assist staff in reflecting on aspects of their own experiences of how they are impacted by work with clients, including barriers with their work with clients.
- Develop clear and concrete clinical and educational interventions tailored to the needs of staff and their service users, taking into account the learning style, developmental level, and beliefs of staff.
- Teach, mentor and provide training in clinical expertise, which may include assigning readings, assignments, and/or case reports.

5. Workplace Health and Safety: Employees of the NTHSSA 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, 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 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.



- A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

6. Supporting activities of the above responsibility:

- Manage leave and attendance for supervised staff within the Dehcho region.
- Approve/deny staff requests for flexible work schedules based on factors such as staff and service user safety, operational requirements, and service delivery.
- Assess and identify the need for professional and support staff.
- Complete recruitment and hiring, with the support of NTHSSA Human Resources/Talent and Acquisition.
- Prepare written performance appraisals of supervised staff.
- Manage disciplinary issues and grievances.
- Complete file reviews for supervised staff.
- Create and manage monthly cabin community visitation schedule.
- Collect monthly data reporting from each supervised staff and submit to Territorial Operations Project Officer.
- Complete monthly Clinical Supervision Log and submit to Territorial Lead, Community Based Mental Health.
- The RMMHAS position should be prepared to travel approximately 20% of the time into Dehcho communities outside of Fort Simpson. Travel may occur through a variety of methods such as: ferry's, small planes, winter roads, etc.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

High-volume, unpredictable work and the need to maintain tight and often conflicting deadlines. Interruptions requiring the incumbent to address the needs of staff encountering difficulties such as, vicarious trauma or acute clinical consultation needs.

On-call coverage when required for extraordinary circumstances (ie. during crisis responses).



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

The incumbent may be subject to unpredictable clients and verbal or physical aggression (i.e. service users or family members under the influence of drugs or alcohol).

Duty travel requirements consist of travel to the communities within the Dehcho region several times annually. As a result of providing clinical supervision, education and leadership to staff living in isolated, northern communities, the incumbent travels on a regular basis in small planes and in vehicles on ice or winter roads and can be out of their home community for up to 25-35% of the time.

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, as well as 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, as well as in-depth experience providing community services.
- Ability to make clinical decisions and develop and implement mental health and addictions related programming is required.
- Knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- 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.
- Interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position, so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- 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.
- Ability to build partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.



- Written and oral communication skills including listening, observing, identifying and reporting.
- 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 multidisciplinary responsibilities in a timely and effective manner.
- Must 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.
- Knowledge of total quality management or continuous quality improvement processes.
- Knowledge of word processing programs and spreadsheets.
- 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 Masters' Degree in Social Work (with proof of clinical coursework or focus), Master of Counselling Psychology, Master of Arts in Counselling, Master of Psychiatric Nursing (with a focus on Mental Health and Addictions).

Three (3) years relevant experience in a scope of practice including mental health, addictions, and family violence.

Two (2) years clinical supervision/management experience in a mental health/ addiction setting.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Valid Driver's License Required

Yes
 No

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: Select language

Required

Preferred