



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Coordinator, Child Development Team	
Position Number	Community	Division/Region
48-12586	Yellowknife	Rehabilitation and Continuing Care Services/Yellowknife Region

PURPOSE OF THE POSITION

The Territorial Coordinator, Child Development Team Coordinator (Coordinator) coordinates, monitors and evaluates the integrated service delivery of the Child Development Team in accordance with the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure that children realize and maintain optimum development. The incumbent will provide support to caregivers, facilitate service integration, and provide consultative expertise to territorial health professionals regarding services and support for children with disabilities.

SCOPE

NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include 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 Tłıchǫ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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.



NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Lutselk'e, N'dilo, and Dettah for the Yellowknife Region. NTHSSA provides and supports the delivery of services to adults, children, and seniors on an inpatient, outpatient and outreach basis at multiple sites across the city of Yellowknife and the communities of Lutselk'e, N'dilo, Dettah, and Ft. Resolution. These services include community-based social services, a public health clinic, primary care services, rehabilitation services, home and community care services, and long-term care/extended care services.

There are four regional rehabilitation teams located in Fort Smith, Hay River, Inuvik, and Yellowknife. Rehabilitation services consist of audiology, occupational therapy (OT), physiotherapy (PT) and speech language pathology (SLP). All teams provide PT, OT and SLP services; the Yellowknife and Inuvik teams provide audiology services. Each regional team is responsible for delivering services within the community where they are located as well as other smaller communities. The provision of regional services is achieved using various methods of delivery including community travel clinics, telehealth, telephone, etc. Child Development Teams (CDT) are located within the Yellowknife and Inuvik rehabilitation teams. Additionally, a territorial Youth Fetal Alcohol Spectrum Disorder (FASO) Diagnostic and Family/Community Support program is embedded in the Yellowknife CDT.

The Child Development Team (CDT) provides services to eligible children in the NWT. Patients of the CDT are referred by physicians, community health nurses, schools, community agencies or other health care professionals. The CDT works with children from birth to 16 years of age who have been affected by physical illness or injury, congenital or developmental delays, mental illness and/or psychosocial challenges. The CDT works in partnership with communities in the NWT with a community care focus to improve the quality of life of children with special needs.

Reporting to the Director, Rehabilitation and Continuing Care (Director) the incumbent will take a lead role in the development and implementation of integrated services and case management incorporating best practice, and consultative feedback from stakeholders. The Coordinator schedules, plans and monitors intervention based on the individual client needs and the availability of resources while being sensitive to geographical and cultural diversities.

The Coordinator is an expert with a broad knowledge base in the following areas:

1. Childhood development
2. Common developmental disabilities including Fetal Alcohol Spectrum Disorder, Autism Spectrum Disorder, Cerebral Palsy, Down Syndrome
3. GNWT Childhood and Disability Initiatives/funding programs
4. Supports and services for individuals with disabilities
5. Integrated service delivery models



This position works collaboratively with a multidisciplinary group including, NTHSSA CDT members (Pediatricians, Youth FASO Coordinator, Territorial Specialists: Autism, Speech Language Pathologists, Occupational Therapists, Physiotherapists, Audiologists, and Social Work), Regional CDT Coordinator(s), Regional Rehabilitation teams, in addition to early childhood/education professionals, and other community service providers to ensure the provision of a holistic service to children.

This position may provide representation on intergovernmental and interagency committees as required.

The Coordinator's responsibilities have a direct impact on the quality of services delivered to clients and their families and on the cost of the services provided e.g. medical travel costs and hospital operating costs.

RESPONSIBILITIES

1. Researches, implements, and monitors the ongoing development of integrated case management to support children (and their families) with disabilities.

- Facilitates and organizes teams of professionals across six disciplines.
- Collaborates with team members to integrate services for efficient and timely service delivery.
- Monitors and evaluates client care plan and makes recommendations to team when desired outcomes are not achieved.
- Facilitates and organizes the CDT meetings and assessment clinics.
- Communicates appropriately all significant changes to routine/policy/procedure to all significant stakeholders prior to implementation.
- Develops and revises procedures for the CDT.
- Facilitates the process to exchange client information between the CDT and stakeholders within confidentiality guidelines.
- Consults and coordinates care and case management with the Youth FASO Coordinator and Territorial Specialists: Autism.
- Liaises with Department of Health and Social Services and Education, Culture and Employment Consultants.
- Researches and maintains a professional knowledge base within service coordination/integration to assist with the development of best practices.

2. Provides service delivery in a case manager/service navigator role to eligible children with significant complex needs.

- Facilitates communication and shared decision making between families and service providers.



- Identifies and addresses the needs of families to foster a supportive environment for the child.
 - Advocates for enhanced services to support a child and family.
 - Liaises with treatment teams (rehabilitation and medical) to determine service delivery.
 - Provides education and support to caregivers regarding disability, resources, and services.
 - Facilitates interagency care planning/goal setting meetings.
 - Acts as patient advocate to provide holistic care, recognizing and respecting client and family's beliefs and rights, to achieve their desired outcomes with regard to care.
- 3. Acts as a single point of entry and contact for the CDT by liaising with families, health authorities, schools, and community services.**
- Facilitates communication with families, health, education and community service providers within the Northwest Territories.
 - Triage all referrals to the CDT.
 - Organizes a database to identify trends/needs and track clients through CDT process.
 - Researches, develops, revises, evaluates, and advocates on an ongoing basis, resources necessary to support the needs of clients.
 - Identifies needs, educates and/or counsels clients/caregivers as required.
 - Assists families to select and access appropriate services by providing information on the range of available programs and services.
 - Provides community education and health promotion including public education material and workshops.
 - Acts as patient advocate to provide holistic care, recognizing and respecting client and family's beliefs and rights, to achieve their desired outcomes about care.
- 4. Provides consultation, expert advice, and leadership for clinical and community services and ensure quality service is provided.**
- Demonstrates knowledge of a rehabilitation and medical services available for children through the CDT and the Northwest Territories.
 - Functions as a community and territorial resource for stakeholders.
 - Develops, revises, and evaluates, on an ongoing basis, service delivery based on need and outcomes.
 - Works in collaboration with team members and Director on proposals for new programs and expansion of services.
 - Identifies and prioritizes individual and departmental educational and training needs in conjunction with staff and Director.
 - Liaises with regional rehabilitation service providers to facilitate sharing of information and smooth transitions of care between service providers.
 - Provides written reports as part of the CDT as required.



- Provides statistical information as required by the NTHSSA for program evaluation and correspondence with the Department of Health and Social Services.
- Oversees the development and reporting for funding contracts as appropriate.

WORKING CONDITIONS

Physical Demands

The majority of the incumbent's time will be spent sitting for long periods of time interviewing/counseling clients, contacting stakeholders and team members and completing documentation.

Environmental Conditions

During their day an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent.

Sensory Demands

The incumbent will be required to use the combined senses of sight and hearing during interviews.

The Coordinator must be constantly aware of patients' cognitive, physical and emotional needs (e.g. levels of stress, nutrition, sleep habits, etc.) while attending to patients. Unlike adults, small children are unable to request assistance when required, therefore the incumbent must maintain alertness at all times.

Mental Demands

The Coordinator has the opportunity to develop relationships with the clients of the CDT. The Coordinator is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (e.g. patients or family members under the influence of alcohol).

In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

The incumbent may travel to communities up to 20 days per year that may cause moderate levels of stress on the incumbent's family and social life.



The Coordinator is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of therapeutic processes to ensure that the-patients' physical, emotional, psychosocial, spiritual, and educational needs are met.
- Knowledge of education principles related to adult learners to develop and deliver subject specific training and development.
- Knowledge of and ability to operate word processing and spreadsheet applications (i.e., Microsoft Word, Excel, PowerPoint) in the completion of training materials and presentations.
- Knowledge of and ability to network resources within and outside Yellowknife (e.g. Social Services, Public Health, Community Health Nurses, etc.) in order to ensure support of patients and their families.
- Leadership skills to implement clear direction for the CDT and expectations of service delivery.
- Project management skills to monitor and evaluate service delivery efficiency.
- Ability to network and engage resources within and outside the NTHSSA (e.g. Social Services, Public Health, Community Health Nurses, etc.) in order to ensure support of patients and their families.
- An ability to operate desktop computers to send and receive electronic mail and conduct research over the Internet.
- An ability to educate patients, their families and other stakeholders on appropriate programming methods and techniques.
- 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:

This level of knowledge is typically acquired through the successful completion of a master's degree in a rehabilitation discipline (audiology, occupational therapy, physiotherapy, speech language pathology) or social work and 2 years clinical experience in Pediatric Rehabilitation.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Must be a member of the Canadian National Body for their respective profession.

Proof of Immunization in keeping with current public health practices is required.



NTHSSA has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety and Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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