



IDENTIFICATION

| Department | Position Title | |
|------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|
| Northwest Territories Health and Social Services Authority | Territorial Coordinator, Youth Fetal Alcohol Spectrum Disorder | |
| Position Number | Community | Division/Region |
| 48-13329 | Yellowknife | Rehabilitation Services & Continuing Care/ Yellowknife Region |

PURPOSE OF THE POSITION

The Territorial Coordinator, Youth Fetal Alcohol Spectrum Disorder (FASO) (Coordinator) provides expertise in territorial case management, specializing in identification of strategies and supports to address needs, counselling, education, and support identified to clients and families who have participated in the FASO diagnostic clinic.

This incumbent works with families and community services providers to develop strategies and supports that best meets the needs of the child and the family based on recommendations identified by the FASO Diagnostic Team. The coordinator identifies training needs and provides education to caregivers and community supports/service providers and promotes the development of community support groups.

SCOPE

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 Tłı̨chʔ 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 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 Tłı̨chʔ 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 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, Ndilo, and Dettah for the Yellowknife Region. The 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, Ndilo, 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 FASO Diagnostic Team consists of the Youth FASO Coordinator, Pediatrics, Occupational Therapy, Speech Language Pathology, Audiology and Neuropsychology. Physicians, community health nurses, rehabilitation professionals and educators are the referral sources to the FASO Clinic which provides diagnostic services to children of the Northwest Territories (NWT) 20 times per year and ongoing follow-up and support following the clinic. The FASO Clinic works with children from age seven to 16 who have been exposed to prenatal alcohol. The FASO Clinic works in partnership with the Territorial and Beaufort Delta Child Development Teams (CDT), regional rehabilitation teams and communities in the NWT with a primary community care focus to improve the quality of life of children with prenatal alcohol exposure.

Reporting to the Director, Rehabilitation and Continuing Care (Director) the coordinator is the clinical leader for the diagnostic clinic. The incumbent coordinates and facilitates the diagnostic clinics, guides families through the diagnostic process and facilitates development and delivery of an intervention plan based on recommendations from the FASO Diagnostic team and in conjunction with the patient, family and other service providers. The incumbent also acts as a resource for best practice FASO diagnosis and intervention to patients, family and other service providers in various communities throughout the NWT. Locations may include schools, health centers, community programs and the patient's home.



It is essential this position develops and fosters a positive working relationship within the NTHSSA, TCSA, HRHSSA, non-government organizations (NGOs), and other stakeholders to assess and deliver the type and level of support required to ensure the delivery of efficient and effective health services.

This incumbent's responsibilities have a direct impact on the quality of services delivered to clients and families.

RESPONSIBILITIES

1. The coordinator supports families through the intake, diagnostic and follow-up processes of the Territorial FASO Diagnostic Clinic.

- Acts as the first point of contact for families as they enter the diagnostic process.
- Works with families and community teams to ensure all supporting documentation is complete prior to the diagnostic clinic.
- Supports and interacts with families in a way that incorporates their needs, perspective, preference and experience.
- Educates families on the diagnostic process and what to expect at each appointment; assists the families in getting to each appointment.
- Facilitates and guides the client and family to identify needs based on results of the FASO Diagnostic Team.
- Research appropriate community support systems and resources that best meet the child's needs.
- Assists the family with the selection of appropriate services based on the results of the FASO Diagnostic Clinic and available resources.
- Assists with the integration of services and clinic recommendations into the family's current way of life.
- Empowers families in advocating for their child's needs.
- Provides information on supports for families regarding financial assistance opportunities.
- Communicates best practice FASO information to families and community services providers.
- Educates and counsels clients/caregivers on the nature of FASO and supports for implementation of strategies and supports.
- Acts as a patient advocate to provide holistic care, recognizing and respecting client and family beliefs and rights, to achieve their desired outcomes.

2. The coordinator researches, implements and monitors the ongoing development of integrated diagnostics and ongoing care to children (and their families) with suspected and/or diagnosed FASD.



- Facilitates and organizes teams of health-care professionals across six disciplines to provide diagnostics.
- Collaborates with community-based team members to integrate services for efficient and timely service delivery.
- Supports the development and delivery of clientcare plans and makes recommendations based on results of the diagnostic clinic.
- Facilitates and organizes FASO Diagnostic clinics in Yellowknife and in the Beaufort Delta Region.
- Compiles all disciplines' results and recommendations into a composite report.
- Communicates appropriately all significant changes to routine/policy/procedure to all significant stakeholders prior to implementation.
- Develops and revises procedures for the FASO Diagnostic Team.
- Facilitates the process to exchange client information between the CDT and stakeholders within confidentiality guidelines.
- Liaises with consultants from the Departments of Health and Social Services, justice and Education, Culture and Employment.
- Researches and maintains a professional knowledge base within service coordination/integration to assist with the development of best practices.
- Provides statistical information and annual report including expenses as required by NTHSSA for program evaluation.
- Collaborates with the identified pan territorial and national FASO initiatives and committees.

3. The coordinator works in collaboration with NWT community support systems including health authorities, schools, justice, and Indigenous groups to harmonize the FASD related intervention recommendations for the child and family within their community.

- Participates in and/or initiates child specific case conferences as required.
- Research available support systems and services within the child's community to assist with supporting the child and his/her family.
- Initiates the development of local community support services as required.
- Facilitates communication between clients, families, and community resources to promote shared decision making, effective client program development and program evaluation.
- Communicates best practice FASO strategies to community supports and service providers.
- Assists education personnel in the development of programs to best meet the child's needs based on assessment findings and the child's and/or family's needs.
- Makes recommendations based on diagnostic clinic results.
- Provides resource material to schools/preschools and/or community agencies.



- Assists education personnel with problem solving specific to difficult situations for the student.
- Educates community supports/services regarding the environmental adaptations to best meet the needs of the child.
- Maintains patient confidentiality within confidentiality guidelines.
- Provides community education and training about FASO in collaboration with community partners.

4. The coordinator acts as an expert of FASO information for the NTHSSA and community stakeholders.

- Researches, develops, and maintains a professional knowledge base of current FASO information, diagnostic practices and best practice information.
- Assesses needs for team and community training needs and organizes expert led integrated professional education.
- Provides training and information sessions to the NTHSSA and other community stakeholders.
- Research community groups that may benefit from education/training information on FASO and provides appropriate training.
- Participates or facilitates the development of interagency community FASO committees where appropriate.

WORKING CONDITIONS

Physical Demands

Most 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.

During home visits the incumbent may be exposed to unsanitary conditions, cigarette smoke and loud noises (e.g. crying baby)

Sensory Demands

The incumbent will be required to use the combined senses of sight and hearing during interviews/presentations. Uncontrolled settings may be distracting for both the incumbent and the patient (noise level, visual commotion, etc.).



The Coordinator must be constantly aware of patients' cognitive, physical and emotional needs (e.g. levels of stress, nutrition, sleep habits, etc.) while providing care (50% of the workday). Unlike adults, small children are unable to request assistance when required, therefore the incumbent must always maintain alertness.

Mental Demands

The FASO Coordinator has the opportunity to develop relationships with the clients of the Rehabilitation Services Department. 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.

The incumbent will travel to communities approximately 30 days per year that may cause moderate levels of stress on the incumbent's family and social life.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (e.g., home visits). 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 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

- Background in integrated case management, family support or social work.
- Knowledge of case management processes to ensure that the client's physical, emotional, psychosocial, spiritual and educational needs are met.
- Knowledge of child and adolescent development, behaviors and learning.
- Knowledge of community resources, policies and procedures of NTHSSA and Department of Health and Social Services and all Acts and Legislation applicable to the program delivery.
- Knowledge and awareness of community development.
- Knowledge of FASO and the impact of FASO on the individual, family and community.
- Demonstrated high level of understanding and clinical expertise in the delivery of evidence-based services specializing in the field of FASO.
- Awareness of territorial and national FASO activities.
- Skills in communicating and interviewing techniques are required in both written and verbal forms; effective listening skills are essential to fulfill the demands of the position.



- Ability to operate desktop-computer to produce written documents, send and receive electronic mail and conduct research over the Internet.
- Ability to educate patients, families and other stakeholders on appropriate programming methods and techniques.
- Ability to develop a network of resources within and outside the organization.
- The incumbent must have the ability to work independently with a minimum of supervision.
- Sensitive to geographical and cultural diversity.
- Computer literacy.
- Knowledge of FASO is an asset.
- Experience in working in a case management model is preferred.
- Willing to travel to remote communities.
- 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 most commonly obtained through a Master's Degree in an Allied Health field (such as Occupational Therapy, Physiotherapy, Social Work or Speech Language Pathology) and a minimum of five years of work experience in a related area that includes case management.

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 a number of 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