



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Healthy Family Program	
Position Number	Community	Division/Region
48-13686	Fort Simpson	Child, Family and Community Wellness / Dehcho Region

## PURPOSE OF THE POSITION

The Supervisor, Healthy Family Program is responsible for the development, implementation and supervision of the delivery of a culturally-based proactive, outreach-oriented, and strengths-based program focused on universal family support, education and community engagement for the Northwest Territories Health and Social Services Authority.

## 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 Tłı̨chʼı̨ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Métis, and non-indigenous persons. Health and social services (HSS) 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 Tłı̨chʼı̨ 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 NWT. 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.

The goal of the Healthy Family Program is to build upon the strengths of families and communities to support parents in ensuring healthy child growth and development. This program assists parents by providing support, information, and by facilitating connection to community and culture towards better supporting child growth and development. The seven principles of the renewed program are as follows: fun and engaging; Dene, Inuvialuit and Métis culture-centered; accessible and approachable; inclusive; community-driven; trauma-informed; and, flexible. It is open to caregivers and young children up to school age, free of charge. The program is delivered by the NTHSSA in all regions, except in Hay River, where the HRHSSA is the lead, and in the Tłı̨chǫ Region, where the Tłı̨chǫ Government is the lead.

Healthy Family Program staff conduct one-to-one visits and groups and engage in multi-disciplinary teams to support the integration of early childhood services. One-to-one and group services aim to build a foundation for healthy child environments and to strengthen the roles of parents. Services focus on teaching principles of child development, supporting child development through play, integration of traditional parenting practices and strengthening connections to culture. Additionally, services support family relationships and connection to healthcare, community, and cultural resources.

Located in Fort Simpson, the Supervisor, Healthy Family Program (Supervisor) reports to the Territorial Manager, Prevention and Preservation, and is an integral member of the primary community care team. This position provides direct supervision, including remote supervision, to a small team of Healthy Family Workers.

The Supervisor will be responsible for providing leadership to staff in the process of receiving referrals and making accurate assessments in coordination with the worker and family about the appropriate service delivery stream. The Supervisor will assist Healthy Family Workers with both universal and targeted services for families, and will assist with caseload management and will be responsible for program reporting. The Supervisor will be responsible for providing supervision and some direct service provision.

Additionally, the Supervisor participates in on-going quality improvement efforts and supports the integration of community-level early childhood services through leadership of and participation in interagency and collaborative work. The Supervisor also participates in regular knowledge sharing forums with all Healthy Family Program staff.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. All staff are expected to honour and promote a culturally safe environment at all times.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism



and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in HSS has been identified as critical to supporting equitable access to care with the long-term goal of improving health outcomes for Indigenous peoples.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remain significant disparities in their overall health status in comparison to non-indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. With specific reference to Child and Family Services, Indigenous families and their children are disproportionately overrepresented in the system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack within the Child and Family Services System of culturally safe and accessible family supports. These factors have also impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe interacting with staff and the HSS system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today, therefore the HFP renewal project is intended to support a system-wide shift towards prioritizing early childhood development, culturally based prevention, and, family and community-driven programming.

This position requires the incumbent to demonstrate compassionate care that is free of racism and discrimination to clients, families, community members, and other members of the health care team. Practicing from a trauma-informed care perspective is expected and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful and humble.

## **RESPONSIBILITIES**

**1. Support and facilitate collaboration between NTHSSA, Department of Health and Social Services (DHSS), and regional teams across the NWT to strengthen the focus on cultural safety in delivering Child and Family Services and assess the variability of the services in each Authority and/or Region to determine opportunities for improvements in quality, service outcomes, or efficiencies, while specifically analyzing the required resources and programming in each community.**

- Promote community awareness of the role of child and family support in order to enhance community development and enhance the effectiveness of service delivery.



- Recognize the cultural diversity of the communities and incorporate this into the planning and delivery of services in region.
- Contact clients, stakeholders, Indigenous Government's and Organizations, community resources for review and resolution of complaints and concerns and improvement of services in region.
- Develop reporting tools to capture statistics on activities and interventions undertaken as well as tools and processes for communicating and collaborating with regional staff.
- Evaluate specific services in terms of outcomes; assess and make recommendations on how services can be enhanced to further improve outcomes.
- Support, coach and mentor others to succeed with changes occurring.
- Complete a yearly territorial report based upon the statistics provided.
- Assist with the development of a system for continuous quality improvement activities within Child and Family services.

## **2. Facilitate ongoing collaboration with community partners.**

- Participate in multidisciplinary team meetings, program planning and other activities both within the Sahtu region and with appropriate external agencies.
- Plan, organize and implement program specific activities/sessions for groups (parent and tots program, parenting program, etc.).
- Participate as a member of the primary community care team to ensure that all expectant families as well as families with children under 5 are invited to participate in the Healthy Family Program.
- Act as a liaison with other agencies (CPNP, AHS, preschools, daycares) and monitors contact.
- Collaborate with partners to deliver land- and culture-based parenting and early childhood programs for both a universal and targeted audience.
- Participate in public relations and leads and participate in community initiatives towards the integration of early childhood services at the community and regional levels.
- On-going communications and knowledge translation at the community level regarding the Healthy Family Program Renewal and the system-wide shift towards prioritizing early childhood development, culturally based prevention; and, family and community-driven programming.
- Program development/promotion within the community to the clients served by the NTHSSA.

## **3. Provide ongoing and intensive professional supervision for direct service staff.**

- Provision of on-going supervisory sessions that assure quality assurance of service provision and protection of the integrity of families served.
- Ensure daily availability, and weekly scheduled supervision of Healthy Family Workers.
- Supervision and training of Healthy Family staff for all program services including



processes of receiving referrals and in the delivery of universal and targeted services for families.

- Provide on-going mentorship and coaching to support staff competency development in the delivery of program services.
- Assist with caseload management of Healthy Family Workers.
- Provide supervision and direct service provision.
- Assume the role of the Healthy Family Worker on an as needed basis.

#### **4. Deliver and supervise the delivery of outreach-oriented, family support prevention program.**

- Introduce families to various aspects of program services offering families both universal and targeted services.
- Work collaboratively with families and community partners to determine the level of support services needed.
- Day-to-day office management and/or operation /in-services, program evaluation.
- Work closely with Community Health Programs.
- Where targeted services are delivered, works with families to develop a goal and service plan that focuses on teaching principles of responsive caregiving and child development, supporting child development through play, integration of traditional parenting practices and strengthening connections to culture.
- Additionally, services support family relationships and connection to healthcare, community, and cultural resources.
- Establish a trusting relationship with program families/participants and deliver services in-home, in group settings, and in other community locations that promote safety and belonging for families.
- Apply working knowledge of parent-child interaction and child development to help families improve their parenting skills, reduce family stress, and increase parental knowledge of age appropriate activities for their children.
- Assist parents in learning problem solving and coping skills by teaching and modeling these skills and/or by referring them to appropriate agencies.
- Collaboratively establish, evaluate and monitor an individual family support plan with the family, identifying goals, objectives and activities to help meet the family's needs.
- Provide support to the family regarding day-to-day childcare/parenting issues.
- Assist parents as a community connector, assisting families to connect with both other families and early childhood services, but also with healthcare and other community programs and resources, including prenatal, Well Child visits, and other appointments.
- Facilitate referrals to appropriate early intervention services e.g. Speech Language Pathology, Occupational Therapy, etc., as needed to support early childhood development and outcomes.
- Support delivery and administration of the Collective Kitchen program.
- Also accountable for the provision of direct support to families primarily through visits



to the clients' home. All services are grounded in the seven program principles and are family- centered, strength-based, and directed at establishing a trusting relationship with families.

**5. Participate in staff selection, orientation, and training.**

- In collaboration with Human Resources, conduct employment competitions, screenings and interviews to determine suitability of potential Healthy Family Program staff.
- Assist in the development and delivery of an orientation package for new employees.
- Conduct training for child development and parent child relationship building.
- Provide human resource management to staff including recruitment, orientation, performance planning, etc.
- Participate in on-going quality improvement efforts and supports the integration of community-level early childhood services through participation in interagency and collaborative work.
- Participate in regular knowledge sharing forums with all Healthy Family Program staff.

**6. Complete administrative duties, including data collection and program reporting, and maintain all statistical information requirements to meet project obligations.**

- Input and maintain information to program database (where applicable).
- Maintain and update quality management requirements for program evaluation.
- Provide required information to Territorial Manager, Prevention and Preservation Services.
- Act as caseload Supervisor for staff ensuring that caseload standards are met.
- As indicated by the Government of the Northwest Territories, Department of Health and Social Services program requirements: ensure the program participates in an effective evaluation process.
- Provides program reporting including the Collective Kitchen contribution agreement.

**WORKING CONDITIONS**

**Physical Demands**

On a daily basis: lifting and carrying moderately heavy bags (toys, supplies) and lifting children (10-15 pounds); bending, kneeling (when working with child) with each home visit; climbing stairs in and within house, lifting children in and out of car seat, assisting children with mobility.

**Environmental Conditions**

Potential exposure to health and accident hazards (Tuberculosis, Hepatitis C, HIV) on a daily basis, moderate intensity, due to the nature of the clients and location of visits.

**Sensory Demands**

Multiple senses required for nonverbal communication, parent/child interaction, observation



skills for unusual signs and symptoms of illness, and assessing the physical environment, required on a daily basis.

### **Mental Demands**

Support for families who may be angry, frustrated, anxious, depressed and/or difficult to work with required on a daily basis throughout the day.

Position requires incumbent to travel to outlying communities to supervise staff on a quarterly basis.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Maternal-infant health, infant and child growth and development, parenting stressors and management of child abuse and neglect issues.
- Knowledge and/or the ability to acquire knowledge of colonial history.
- Comprehension of the inequities (social determinants of health) in health outcomes and access to health and social services.
- Knowledge of trauma-informed principles and practice.
- Knowledge and skills in the delivery of strengths-based family-centered promotion and prevention-oriented family support and/or early childhood support programs.
- Knowledge of community resources in the region and in the Northwest Territories.
- Knowledge of Infectious Diseases management and maintenance of universal precautions.
- Knowledge and the ability to apply understanding of the cultural history of the community especially with regards to parenting.
- Knowledge and belief in non-violent approach to child discipline.
- Knowledge of the *Child and Family Services Act*.
- Knowledge of addictions, mental health, family violence and its impact on children and families.
- Primary Community Care Principles and Practices; parenting skills for children 0-6; and intervention strategies for high risk families.
- Verbal and written communication skills.
- Computer skills (word processing, data entry, power-point, basic excel).
- Supervisory skills and in providing services within culturally diverse communities.
- Interpersonal skills, team orientation and the ability to form supportive relationships.
- Ability to assess situations of risk and make appropriate referrals.
- Facilitation skills.
- Ability to work as a member of a primary community care team.
- Ability to coach, mentor and communicate effectively with clients and colleagues.
- Ability to acquire knowledge of family and community engagement and of the development of culturally safe early childhood and/or family support programming.

- 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:**

Diploma in human services preferred (social work, nursing, rehabilitation, psychology, early childhood education), plus one (1) year of supervisory experience and one (1) year of experience working with families with children aged 0-6.

Experienced in providing program management, evaluation and training in related program areas is desirable.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**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