



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Mental Health and Community Wellness	
Position Number	Community	Division/Region
48-14989	Yellowknife	Health Services, HQ

PURPOSE OF THE POSITION

The Territorial Manager, Mental Health and Community Wellness (TM, MHCW) is responsible for the culturally relevant, and efficient operation of Mental Health and Community Wellness Services to ensure clients receive safe, quality care as well as timely access to resources. This position plays a key role in establishing an integrated process that will allow the monitoring and evaluation of the quality and safety of care and services provided to a complex and vulnerable client population in the Northwest Territories (NWT).

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is a single provider of all health and social services in the NWT, with the exception of Hay River and Tłı̄chǫ 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 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 Tłı̄chǫ Community Service 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 Mental Health and Community Wellness (MHCW) division works collaboratively with the Health and Social Services Regions, TCSA and HRHSSA to provide leadership, support, advice, training, and quality assurance. The MHCW division provides leadership and support to the NTHSSA Regions to ensure patients, clients, and families have access to, and receive the best available quality care and services.

Located in Yellowknife, the TM, MHCW reports to the Director, Health Services (DHS) and is responsible and accountable for ensuring that the wide range of services provided by Mental Health and Community Wellness Services meets the needs of client groups in accordance with the appropriate legislation, regulations and policies. The TM, MHCW is responsible for developing, implementing and monitoring a program framework to ensure efficient resources and appropriate services are in place to support Mental Health clients across the regions of the NTHSSA regions. The TM, MHCW will also collaborate with key stakeholders from the TCSA and the HRHSSA to ensure a seamless, integrated mental health system for clients in the NWT. This position will also work with the other Territorial Managers, and the DHS to determine Territorial priorities in the provision of services, programs and resources. This collaboration will include recommendations on the strategic direction for the provision of Mental Health services.

The scope of the TM, MHCW includes community counselling, wellness programs, case management, and stakeholder collaboration, to the full range of clients with mental health issues, addictions issues, and concurrent disorders. The TM, MHCW will provide territorial leadership for the implementation of family violence services in NTHSSA Regions, TCSA and HRHSSA.

The TM, MHCW actively participates in the development of the NTHSSA operational plan to ensure effective, consistent, and quality delivery of mental health initiatives. This role is responsible to take a proactive approach in the identification of key issues and goals through collaborative interaction with the NTHSSA Regions, TCSA and HRHSSA. This role will also focus on the analysis of problems, and development of solutions, focusing on a more proactive approach to mental health services. The TM, MHCW, in consultation with the DHS, is responsible for the development, review, and implementation of directives for the NTHSSA as a whole and will develop and work to achieve specific objectives and outcomes for the Mental Health and Community Wellness division.

The TM, MHCW is required to liaise with Community Leaders, other Government Departments and Non-Government Organizations (NGOs) to ensure effective coordination of services, and proper service delivery in all program areas of Mental Health and Community Wellness Services (MHCWS).



This position is responsible for recruiting, training and supervising all direct reports. Supporting the direct reports in their development of healthy teams through consultations, team building, and the development and organization of each of their program areas is an important function of this position. The TM, MHCW must provide a healthy, creative and supportive environment for all MHCW staff by encouraging open dialogue, feedback mechanisms, and opportunities for input and staff recognition. The TM, MHCW is responsible to play a lead role in the determination of a standardized approach to service delivery for MHCWS.

This position carries out its responsibilities in accordance with the Government of Northwest Territories' (GNWTs) acts, regulations, policies, and departmental procedures such as the that include the Health Information Act, the Public Service Act, Public Service Regulations, Public Guardian Act, Mental Health Act, Human Resource Manual, Staffing Appeals Regulations and various other government policies. As well, the incumbent must work within the terms of any agreement reached with NWT unions.

This position has a profound and lasting impact to MHCWS clients of the NWT served by the NTHSSA, TSCA and HRHSSA. Providing appropriate, timely and effective services is essential to building and maintaining a healthy community. Positive decisions and partnerships also have a positive effect in supporting a culture of health and wellness within the community.

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 honor 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.

The TM, MHCW may be expected to be available after hours for emergency response relating to the provision of MHCWS.

RESPONSIBILITIES

- 1. Ensures the adherence of the NTHSSA to Departmental legislation, standards and procedures, and within this context, to develop, implement and evaluate operational policies and procedures ensuring quality services in the areas of Mental Health and Community Wellness Services in all NTHSSA Regions, and in collaboration with the TCSA and HRHSS.**
 - Implements and evaluates policies and procedures ensuring quality services in the areas of Mental Health and Community Wellness in the NTHSSA Regions, TCSA and HRHSS.
 - Supports adherence of Regions providing MHCWS to Departmental standards and procedures.



- Develops operational policies and procedures where organizational needs emerge.
- Provides the drafts of new or updated policies and procedures to the DHS.
- Recommends policy and procedure changes to meet operational requirements.
- Standardizes administrative procedures to reduce duplication and improve operational functions.
- Ensures ongoing education and orientation on new, updated or amended MHCWS policies, procedures, protocols guidelines, legislation and professional practice issues in collaboration with Regional Managers.
- Supports adherence to policies and procedures by staff through the auditing process.
- Gathers/uses client experience feedback to inform program and service delivery, and the establishment of policies/approaches.
- Leads the evaluation of policy and procedure implementation.
- Leads the ongoing needs assessment and resulting policy and procedure development regarding MHCWS throughout the NWT.

2. Ensures effective, efficient, integrated and quality of care and service delivery in the areas of Community Counselling, Family Violence, Psychiatry and any other Mental Health and Community Wellness Services applicable for all NTHSSA Regions, and in collaboration with the TCSA and HRHSS.

- Develops a collaborative partnership with Departmental MHCWS staff to ensure alignment of the NTHSSA and Departmental quality and safety initiatives.
- Analyzes community, regional, territory, national and international trends, information, and data to develop, recommend, and implement new or improved MHCWS in accordance with best practices/ wise Indigenous practices, program standards, and ethical guidelines.
- In collaboration with Regional Managers and Territorial Managers develops, implements, evaluates an integrated system of primary and community health services to more effectively meet the needs of clients with mental health conditions.
- Supports inter-disciplinary plans of care that blends patient/ client needs, quality outcomes, and controlled costs, with predetermined standards of care using processes based on best practices and standards.
- Develops and implements management strategies, regional organization and work-flow systems to promote effective utilization of human and material resources.
- Implements performance improvement mechanisms, including the provision of training through Territorial Leads and Regional Managers.
- Recommends the most effective methods of resource allocation to support effective and efficient MHAS delivery across the NWT.



- Takes a inter-disciplinary team approach in communication and the coordination of services, prepares documentation and develops program pathways to support the resource allocation.
- Prepares detailed proposals for the DHS to support required program resources allocation on MHCWS.
- Implements evaluation mechanisms to determine program delivery effectiveness in meeting goals and objectives and conducts program evaluation and analyzes data.
- Oversees the implementation and continual fulfillment of the Accreditation Canada Mental Health and Addictions Services and Suicide Prevention Program standards.
- Fosters respectful, compassionate, culturally appropriate, and competent services and programs that are responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and MHCWS providers.
- Provides venues and opportunities for clients and families to identify opportunities for improvements in their care early in the process, contributing to improved risk management and increased safety. This is achieved by the inclusion of the client and/or family representatives on advisory and planning groups, and respecting the client choice so they can be as involved in their care as they wish.
- Monitors and evaluates services and quality with input from clients and families.
- Prepares and provides quarterly reports based on the MHCWS deliverables and outcomes identified in collaboration with DHS.

3. Coordinates the delivery of ongoing and innovative new services required to meet territorial needs.

- Identifies, establishes and communicates standards, needs, policies and procedure to the Territorial Mental Health and Community Wellness Teams.
- Leads the development of Territorial Mental Health and Community Wellness Quality Team programs, protocols and care pathways that assist in the standardization of services.
- Co-Chairs the Territorial Mental Health and Community Wellness team meetings as delegated for the purpose of supporting/facilitating innovations in programs and services.
- Manages the performance of Territorial Mental Health and Community Wellness Teams programs to meet or exceed performance benchmarks.
- Conducts regular meeting with Regional Managers of Mental Health and Community Wellness services to plan programming and models of care delivery.
- Travels to regional centres to conduct audits as required.



4. Provides leadership in planning, developing, implementing, maintaining, and continuously evaluating the NTHSSA's Mental Health and Community Wellness Services.

- Works with the Territorial Leads and Regional Managers (RMs) to continuously develop and maintain new or improved trainings, programs, operational policies, and practices that enhance and continuously improve MHCWS and programs.
- Works with the Territorial Leads and Regional Managers to coordinate and deliver training and education.
- Identifies quality improvement issues, and provides oversight and recommendations to RMs in developing, implementing and evaluating a quality improvement plan.
- Provides direction and guidance on complaints and occurrences of an unusual or highly sensitive nature.
- Provides oversight on legislation, regulation, policies and procedures and best practice.
- Fosters respectful, compassionate, culturally safe and competent care that is responsive to the needs, values, beliefs and preferences of clients and their family members.
- Provides subject matter expertise, guidance, and program direction to the RMs.
- Provides innovative leadership to a multidisciplinary group of RMs and other professional service providers.
- Communicates with DHSS and RMs to establish consistent program priorities and goals.
- Supports team building and the development of communication networks to enhance service delivery.

5. Develops and implements communication strategies to build positive relationships and foster open communication and partnership with the residents of the NWT, staff, key stakeholders, DHSS, and other governmental Departments.

- Establishes and maintains contact with other agencies and support groups at national/international, territorial, regional and community levels.
- Maintains a thorough network of support agencies.
- Participates in short and long-term strategic planning.
- Facilitates and fosters positive communication and collaboration between key stakeholders, within and outside the community of the NWT.
- Promotes community awareness of the role of mental health and community wellness supports in order to enhance the effectiveness of service delivery.
- Recognizes and incorporates the cultural diversity of the communities into the planning and delivery of services.
- Acts as a liaison between government agencies as designated by the DHS.
- Prepares written proposals and briefing notes to the DHSS as assigned by the DHS.



- Participates on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.

6. Provides financial management leadership for the Territorial Mental Health and Community Wellness Services.

- Prepares and monitors budgets for areas of responsibility.
- Monitors service utilization and workloads in all program areas on a regular basis and recommends adjustment to services and programs as priorities change to comply with the allocated budget, with the DHS approval.
- Ensures ongoing analysis of financial data to include monitoring program expenditures and providing variance explanations.
- Monitors the Territorial MHCWS budget to ensure programs and services are delivered in an effective and cost efficient manner.
- Implements and evaluates mechanisms, to determine program delivery effectiveness.
- Identifies the need for service delivery changes and determines the resources required under the guidance of the DHS.
- Prepares and develops proposals for presentation to the DHS for additional resources allocation.

7. Provides human resource leadership to the Territorial Mental Health and Community Wellness staff.

- Manages staff in accordance with HR policy and practices.
- Is aware of and follows GNWT Human Resource Policies and Guidelines and promotes and supports collaborative and equitable labor relations practices
- Conducts regular meetings with staff and follows performance management practice of GNWT.
- Manages progressive disciplinary actions in accordance with the GNWT Collective Agreement.
- Recommends staffing action and suggests modifications of staffing complements to meet emergencies and operational needs.
- Participates in the screening and selection of staff reporting directly to the incumbent in conjunction with the Human Resources staff.
- Writes and reviews job descriptions to reflect work responsibilities of staff.
- Responds to first level grievances.
- Develops, delivers and/or facilitates the delivery of orientation, in-service training, certification, and re-certification programs.
- Actively promotes a high quality, friendly, respectful workplace, that is safe, healthy, supportive and client focused. Proactive strategies are developed to prevent and address



workplace issues and foster a strong, positive employment relationship with staff, where the Client is top priority.

8. Workplace Health and Safety (WHS): Employees of the Authority 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, UNW, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our WHS Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All supervisors place an active role in WHS through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The TM, MHCW must manage competing priorities and adjust human resources to meet unexpected crises and external demands. The TM, MHCW must be prepared to support the coordination of debriefing following a critical incidents. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, and others. Responding to social crisis situation can occur at any time.

The TM, MHCW may be expected to travel to NWT communities and other Territories and/or Provinces. Travel by road and aircraft occurs during all seasons when at times weather conditions are poor.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of, or the ability to acquire knowledge of the standards, legislation, policies, and procedures that govern the provision of mental health and community wellness services in the GNWT.
- Knowledge in the development and implementation of effective mental health and community wellness services.
- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge and ability to apply government legislations, policies, standards and service contracts.
- 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, policies and procedures.
- Skills relating to quality management and/or continuous quality improvement processes.
- Leadership and motivational skills and ability to build capacity in others.
- Organizational skills and ability to manage competing priorities and 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.
- Ability to make sound clinical decisions and develop and implement mental health and community wellness related programming.
- Ability to be sensitive to the geographical and cultural needs of NWT residents and understand how community, culture, colonization, and the experience of racism impact the delivery of health & social services.
- Ability to develop strong consultative relationships with stakeholders.
- Ability to think strategically, towards future objectives.
- Ability to apply a high level of sensitivity in responding to and handling client concerns.
- 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 commit to actively upholding and consistently practicing personal diversity, inclusion and cultural safety, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

A Bachelor's Degree in a health services or mental health and/or addictions field (e.g. nursing, social work, psychology) with (5) five years of relevant experience, including (1) one year of supervisory experience.

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