



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Director, Child, Family and Community Wellness	
Position Number	Community	Division/Region
48-14990	Inuvik	Child, Family & Community Wellness

PURPOSE OF THE POSITION

The Territorial Director, Child, Family and Community Wellness (TDCFCW) is a key executive management role, responsible for providing vision and leadership to the strategic planning, direction, delivery and evaluation of Child and Family Services and overall regional and Territorial operations.

The Territorial Director, Child, Family and Community Wellness (TDCFCW) portfolio includes the following functional areas: child protection, children in care, foster care, adoption services, prevention and family preservation services, and children's assessment and treatment services, residential youth treatment services, which are territory wide in nature and scope.

This position works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of Northwest Territories (GNWT) acts, regulations, policies and Northwest Territories Health and Social Services Authority (NTHSSA) policies and procedures. This position is also appointed as a Deputy Director Practice of Child and Family Services. The duties of this will include performing and exercising delegated duties and powers of the Statutory Director of Child and Family Services. This role has a matrix reporting structure with the Executive Director of Child and Family Services, DHSS which holds the Statutory Director appointment as well.

SCOPE

The Territorial Director, Child, Family and Community Wellness (TDCFCW) is located in Inuvik and reports to the Executive Director, Child, Family and Community Wellness.

This position, will work closely with the Territorial Director of Engagement and System Development, the Regional and Territorial Managers and the Child and Family Services DHSS management team to ensure that children, family and community needs are being supported and addressed; and to identify and address program challenges and opportunities for improvement, establish program objectives for the CFS system and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery of each region and program area. They will also contribute to the development of the program area across the territory through their participation on cross- territory initiatives and projects.

The NTHSSA is the single provider of all Health and Social Services in the NWT, with unique collaborative arrangements in the Hay River and Tłı̨chǫ regions. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis and non-aboriginals.

While the Tłı̨chǫ Community Series Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (HRHSSA) will in the interim operate as a separate authority, 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.

Like other CFS organizations throughout Canada, this program area exists in a climate of rapid change, fiscal restraint, and high turnover rates and faces the constant challenge to attract experienced social work professionals and meet the demand for increases in services and resources.

An appreciation of the economic impacts of Health Services, the role of the Department and Health and Social Services (DHSS) and the Territorial Health and Social Services Authorities (THSSA) in service delivery and the interplay with political decisions are critical to success in this position.

DIMENSIONS:

The portfolio of the Territorial Director, Child, Family and Community Wellness (TDCFCW) includes the following programs: Regional Child and Family Services, Child and Youth Placement Services, Prevention and Preservation. The following positions are the seven (7) direct reports to the TDCFCW. In addition to this there are also 104 indirect reports.

Reports:

- The **Regional Manager of Child and Family Services Yellowknife** provides management expertise and is responsible for leadership for Child and Family Services for Yellowknife Region.
- The **Regional Manager of Child and Family Services Fort Smith** provides

management expertise and is responsible for leadership for Child and Family Services for Fort Smith Region.

- The **Regional Manager of Child and Family Services Dehcho** provides management expertise and is responsible for leadership for Child and Family Services for Dehcho Region.
- The **Regional Manager of Child and Family Services Beaufort Delta** provides management expertise and is responsible for leadership for Child and Family Services for Beaufort Delta Region.
- The **Regional Manager of Child and Family Services Sahtu** provides management expertise and is responsible for leadership for Child and Family Services for Sahtu Region.
- The **Territorial Manager of Child, Youth Placement Services** provides management expertise and is responsible for leadership for Foster and Adoption Services, In and Out of Territory specialized services for children, youth and families.
- The **Territorial Manager, Prevention and Preservation** provides management expertise and are responsible for leadership of the Healthy Family and Family Preservation programs.

RESPONSIBILITIES

1. **Sets strategic direction to administer and facilitate the day to day operations of the Child and Family Services portfolio for the NTHSSA and through collaboration with the TCSA and HRHSSA.**
 - Analyzes internal and external situations and data to facilitate planning, decision-making and progress.
 - Demonstrates systems thinking in the planning and implementing of service improvements, monitoring, and evaluating service delivery.
 - Responsible for the implementation of standards and processes for measuring success and tracking quality service delivery and outcomes.
 - Fiscally responsible for the delivery of services and programs within the portfolio.
 - Initiates and maintains relationships with key stakeholders in Regions, Government, community groups and other related external agencies.
 - Serves on various committees, both internally and externally, to facilitate the provision of quality services and the coordination of service on a local, regional and national level.
 - Demonstrates and models awareness and sensitivity to the cultural needs of clients and staff.
 - Oversees and directs the preparation of operational plans, capital plans and operating budgets.

- Participates as a member of the Child and Family Services Senior Management Team responsible for strategic decision making and program priority and direction setting and resource allocation.
- Participates in committee activities within the Department and outside the Department, including representing the Executive Director where required and providing senior level assistance and expertise to departmental/interdepartmental/inter-jurisdictional committees as required.
- Provides consultation and advice to the Executive Director of Child, Family and Community Wellness and the Statutory Director.
- Oversees the planning, development and design of new programs and services.
- Ensures quality indicators are monitored and reported, analyzes data and information identifying trends, risks and quality improvement opportunities, and leads or ensures risks are mitigated and improvement opportunities addressed.

2. Perform the duties of Deputy Director Practice of Child and Family Services.

- Perform and exercise all of the duties and powers of the Statutory Deputy Director Practice under the *Child and Family Services Act* and the Child and Family Services Accountability Framework. Responsibilities include but are not limited to:
 - Final approver for all Applications / Extensions or Rescinding for Permanent Custody Order;
 - Final approver for all Application's for Public Guardianship
 - Final approver for Section 7 (3)(n) under the *Child and Family Services Act* the child requires medical treatment to cure, prevent or alleviate serious physical harm or serious physical suffering, and the child's parent does not provide, or refuses or is unavailable or unable to consent to the provision of, the treatment;
 - Final approver for all requests for Psychotropic medication for a child in Permanent Custody.
 - Recommends to the Statutory Director all applications for Out of Territory Placements.
- Will attend, contribute and participate in the Statutory Directors Forum;
- Will, as required, provides after hours on call support as the Deputy Director to Practice;
- Hold office during pleasure

3. Coordinates, manages and supports the development of decision support to meet the needs of the organization.

- Develops strategies for ensuring that Child and Family Services staff is allocated throughout NTHSSA and ensure quality program services and efficiency and equitable workload.
- Assists with acquiring all necessary resources (funding, space, time, information and equipment) which are consistent with Child and Family Service goals.
- Directs the planning, development and evaluation of Child and Family Services; ensures quality standards are maintained.

- Ensure that Child and Family Services is carried out within all legal and Accreditation Canada standards for quality, safety and security.
- Provides leadership to all human resources functions, including planning, recruitment, orientation, orientation education, evaluating manager and staff performance, labour relations and job issues. This includes providing guidance in resolving complex human resource issues.

4. Supports utilization management to ensure resources are used in the delivery of services and programs to promote efficiency and effectiveness.

- Develops frameworks and processes for the effective management of services to ensure appropriate and equitable access to services.
- Provides leadership for ongoing utilization analysis and management information to management team.
- Collaborates with the NTHSSA Territorial Director, Engagement and System Development in developing key benchmarks and performance measures and the establishment and implementation of methods for capturing, testing and applying measurements that support operational efficiency and effectiveness and improvement.

5. Provides excellent leadership and management to the Child and Family Services team to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- Maintains an effective organization structure in line with Child and Family Services vision, legislation, standard and policies and prescribes the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Develops and maintains a strong team that is accountable for the management of their portfolios and ensures that activities are consistent with the mission, vision, values of the NTHSSA and Child and Family Services.
- Maintains and develops the relationships between staff and, community and Indigenous relations and ensures the credibility of services provided by the program area.
- Takes a proactive approach to succession planning by identifying key members of the department and providing opportunities for growth and development.
- Provides clear, concise and considered direction to Regional Managers by identifying preferred courses of action, clarifying expectations, acknowledging achievements, reviewing milestones, Introducing service quality reviews
- Provides coaching and clinical supervision to Managers
- Will act as a mentor to Managers

6. Provides excellent leadership and management to the Child and Family Services team to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The TDCFCW interacts with clients that may present as dangerous and/or unpredictable.

There may be exposure to communicable diseases as the office setting is located in a hospital.

Sensory Demands

The TDCFCW is required to listen, analyze information, and observe for verbal and non-verbal language/communication of clients and employees.

Mental Demands

The TDCFCW is required to produce work of a high quality on a daily basis often under very stringent and conflicting deadlines. The incumbent encounters constant interruptions which are often emergencies. As well, the incumbent must meet with others on a regular basis, be able to adapt priorities accordingly and still respect deadlines. Intensity is high 75% of the time as the incumbent is not always able to take short breaks and stretch or go to other tasks at their own discretion.

The TDCFCW is expected to travel approximately 25% of their time to NWT communities and other Territories and/or Provinces. This position travels regularly on small planes and ice/winter roads during all seasons when travelling to or from the different communities. Duty travel involves absences from the office and from home.

The TDCFCW must manage conflicting priorities and adjust resource deployment to meet unexpected crises and external demands. The TDCFCW must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, and others.

This position experiences sensitive and urgent social services situations. Responding to social crisis situation can occur at any time. The TDCFCW provides on-call duties to support

Regional Managers and Supervisors, and is expected to be available after hours for emergency calls relating to child and family services issues. This can occur regularly throughout the week and weekend.

In carrying the appointment of the Deputy Director Practice there are critical decisions that are often required to be made.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of theories, principles, and practices of professional social work with particular emphasis on assessment techniques, family systems, separation, loss and grieving, child and youth development and how these affect the placement and the dynamics of child protection.
- Able to interpret and apply detailed and complex legislation, regulations, policies, standards, and procedures related to professional social work practice.
- Knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- 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.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health & social services.
- Knowledge of total quality management or continuous quality improvement processes.
- Ability to apply a high level of sensitivity in responding to and handling client concerns
- Knowledge in the development and implementation of effective child and family services.
- Knowledge and skills in working with small northern communities and with northern Indigenous peoples.
- Leadership and motivational skills and ability to build capacity in others.
- Conflict resolution and problem solving skills.
- Organizational skills and ability to manage competing 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 to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team based setting.
- 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 make sound clinical decisions, and develop and implement child protection related programming is required.
- Understanding of and ability to apply government legislations, policies, standards and service contracts.

- Ability to develop strong consultative relationships with stakeholders.
- Ability to think strategically, towards future objectives.

Typically, the above qualifications would be attained by:

A Master's degree in Social Work or other related social services field. A minimum of five (5) years work-related experience in child and family services, as well as a minimum of five (5) years management experience.

ADDITIONAL REQUIREMENTS

- Must be eligible for current licensing with NWT Health and Social Services Social Work Registrar.
- Proof of immunization in keeping with current public health practices is required.
- This position will be required to attend Child and Family Services Core training to receive their Deputy Director Practice Appointment.

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:

Required
 Preferred