



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Lead, Training and Practice Improvement	
Position Number	Community	Division/Region
48-15189	Yellowknife	Child, Family & Community Wellness / HQ

PURPOSE OF THE POSITION

The Territorial Lead, Training and Practice Improvement, is responsible to develop, lead, facilitate and track all training that is required for Child, Family and Community Wellness staff throughout the Northwest Territories. This position will research and recommend client care services quality standards as they relate to the realm of Child, Family and Community Wellness services provided to children, youth, families and communities, and will collaborate with territorial, regional, and professional practice leadership to establish performance improvement activities. The Territorial Lead, Training and Practice Improvement will help guide practice based on the shared vision of the NTHSSA.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider for all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometer and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 HSS staff.

While the Tłıchʔ 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.

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 Health and Social Services 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 remains 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. Indigenous families and their children are disproportionately overrepresented in the Child and Family Services 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 of culturally safe and accessible supports. These factors have 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 after interacting with staff in the Health and Social Services system they are more likely to access care when needed, leading to improved health outcomes.

Located in Yellowknife, the Territorial Lead, Training and Practice Improvement, will report to the Territorial Director, Engagement and System Development (ESD), and lead training and professional development activities to ensure Child, Family and Community Wellness staff have an adequate skill level in the delivery of the services and programs they deliver. The incumbent will be expected to maintain a working knowledge of all current and future services and programs delivered in the territory. As well, this position will assess the variability of Child, Family and Community Wellness services to determine areas to improve client care / service outcomes, quality, or efficiencies, and is also required to evaluate Child, Family and Community Wellness client care / service excellence from a structure, process and outcomes framework. The Territorial Lead will be called upon to address a variety of issues on a daily basis. These can range from providing briefing notes to the Territorial Director, ESD, providing support and recommendation to other Territorial Leads, Territorial Specialists, and Regional Managers, and representing the NTHSSA in meetings, or conferences in addition to developing curriculum, providing training and on-going professional development to all of Child, Family and Community Wellness staff.



The incumbent will foster and sustain academic partnerships to advance professional practices and development for the work force, and the Territorial Lead, Training and Practice Improvement will role-model vigilance in ensuring the highest of quality care and services.

This position engages in topics that include interpersonal and system racism, and the intergenerational individual and community impacts of colonization, including the legacy of residential schools.

The legacies of colonization, assimilation policies such as residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. As such, the incumbent is expected to honour and promote a culturally safe environment at all times.

RESPONSIBILITIES

1. Lead training and professional development activities to ensure Child, Family and Community Wellness staff have an adequate skill level in the delivery of the services and programs they deliver. This would include training and support for Child and Family Services, inclusive of Case Aides, Foster Care and Adoption, Family Preservation Program, Healthy Family Program and the administrative program.

- Work collaboratively with the DHSS and NTHSSA training team to develop interactive, multi-modal training curricula in all the service delivery areas.
- Provide in-person and virtual training for a variety of adult audiences inclusive of core and refresher based topics.
- Ensure a variety of adult education facilitation techniques are utilized to meet the needs of the audience.
- Plan and develop online learning modules.
- Plan and coordinate the development of other online and multimedia training content including tutorials, videos, and online quizzes.
- Record and ensure appropriate storage of resources for future utilization by staff.
- Collaborate at the request of the Operations Team to support specific activities within the context of performance improvement plans or other developmental activities.
- Provide ongoing professional development learning opportunities for staff.
- Ensure tracking of all staff, trainings attended, dates and when renewal is required.

2. Assess the variability of Child, Family and Community Wellness services to determine areas to improve client care / service outcomes, quality, or efficiencies.

- Establish tools and processes for communicating, collaborating and gathering feedback to ensure that the training is meeting the needs of the staff.
- Support, coach and mentor others to succeed with changes occurring utilizing change management techniques as part of a larger system initiative.



- Assist with the development of a system for continuous quality improvement activities within the Child, Family and Community Wellness team.
- Ensure regular dedicated research time to ensure that training and practice improvement strategies are aligned with evidence based, best practice.
- Support the development of a 'learning based culture' within the Child, Family and Community Wellness team.
- Participate as required in any auditing, or quality review processes to provide insight around trends the Quality leads are noting.
- Complete formal file reviews as requested by the Executive or Territorial Director, Child, Family and Community Wellness.

3. Evaluate Child, Family and Community Wellness client care / service excellence from a structure, process and outcomes framework.

- Select and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
- Ensure sustained use and spread of NTHSSA guidelines within the NTHSSA, TSCA, and HRHSSA.
- Monitor outcomes related to leadership, practice, education and research.

4. Champion inter-professional collaboration amongst Family and Community Social Workers, Community Counselling team, Foster Families, Family Preservation, Healthy Family Program staff, Nursing, and Allied Health professionals and key regional and community stakeholders to achieve optimal client care/service outcomes and effective integration of care.

- Establish and maintain effective relationship with operations staff, and DHSS counterparts.
- Work with the Territorial Director, ESD to prepare briefing materials, advice on contentious issues, training and staff needs, program revisions, and extensions.
- Participate on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
- Advises the Territorial Director, ESD of significant developments specific to training and practice improvement with Child, Family and Community Wellness that could have implication for the system, including making recommendations for corrective actions.
- Role model inter-professional relations for quality care and management practices.
- Participate in regular quality review meetings and may support development of action plans.
- Provide coverage, as required to the other portfolios of the Training and Practice Improvement Lead, and 'act' on behalf of the Territorial Director, ESD.

5. Champion safety, quality care and services and evidence-based practice.

- Promote and educate on evidence-based models of care and services for family support services and programs to Community and Family Social Workers, inclusive of early



intervention and foster care services.

- Promote clinical /service and frontline management decisions that are culturally safe, and client and family centered.
- Promote leadership styles and practices that support staff health, safety and well-being and encourage creativity.
- Create and support a professional learning environment to mobilize and enhance the clinical expertise of staff.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

This position will be required to travel approximately 40% of the time to NWT communities and other Territories and/or Provinces. Travel by road and aircraft occurs during all seasons and involves various weather conditions.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Child and Family Services including direct, front-line service delivery, research, analysis, evaluation, and policy development.
- Knowledge of education principals and techniques related to adult learners in order to ensure effective delivery of training.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Interpersonal skills including effective communication, coaching and motivation.
- Knowledge of administrative policies and practices to territorial systems.
- Knowledge on how to design and facilitate a change process, and the ability to build and work with groups and teams, planning and implementing change: skilled in group dynamics and conflict resolution.
- Ability to build solid partnership and strategic alliances based on trust and to work with a variety of people from different backgrounds personalities.
- Written and oral communication skills including listening, observing, identifying and



reporting.

- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Skilled in total quality management or continuous quality improvement processes.
- Skilled in continuous quality improvement processes.
- Ability to understand and apply the principles of labour relations and processes.
- Knowledgeable of the *NWT Child and Family Services Act*, *NWT Mental Health Act* and the *Health Information Act*.
- Computer skills including word processing programs and spreadsheets.
- Ability to be sensitive to geographic and cultural needs of people, understanding how community and culture impact the delivery of health and social services.
- Knowledge of and/or the ability to acquire knowledge relating to colonization, Canada's assimilation policies, and the residential school legacy in Canada and the impacts upon Indigenous populations.
- Ability to maintain a working understanding of Cultural Safety and Anti-Racism frameworks.
- 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:

A Baccalaureate Degree in a recognized social services discipline or related field, and a minimum of five (5) years of work related experience in Child and Family Services.

Training and mentoring experience would be an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent must successfully be appointed as a Child Protection Worker within the first six (6) months of employment and maintain it.

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