



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Holistic Wellness Advisor	
Position Number	Community	Division/Region
48-15700	Yellowknife	Primary Care/YK

PURPOSE OF THE POSITION

The Holistic Wellness Advisor is responsible for providing specialized behavioral interventions for primary care service users and clinical support for the primary care teams. The Holistic Wellness Advisor provides person-centered assessment and triage for mental health, substance use, and behavioral issues that present in the primary care setting. The goals for the Holistic Wellness Advisor are to provide same-day, on-site service, as well as short-term targeted follow-ups within the Primary Care Clinic. Flexible, assertive community care may also involve outreach and follow-up with individuals/families.

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 Tłı̄chǫ 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 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 Tłı̄chǫ 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 NWT. Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines, and policies as established by the 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, N'dilo, 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, N'dilo, 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.

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 always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful, and humble.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship-based approach that is driven through public participation, community feedback, and data and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health. The Holistic Wellness Advisor is a new role created through this process, and has particular responsibility for developing trusting, caring relationships with clients while actively contributing to ongoing design and renewal activities.

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continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

This position functions in a manner that is consistent with the mission, vision, and policies of the NTHSSA. The Holistic Wellness Advisor is responsible and accountable for providing quality care in accordance with the standards, policies and procedures set by the GNWT and the NTHSSA. The incumbent will adhere to their professional code of ethics (social work, psychology, counseling, nursing, occupational therapy).

Located in Yellowknife the Holistic Wellness Advisor reports administratively to the Regional Manager of Primary Care. This position provides direct and indirect support to primary care service users, ranging in developmental age from pediatric to geriatric.

Using brief, evidence-based assessment and treatment approaches, the Holistic Wellness Advisor supports individuals to make changes to their health, through adopting wellness behaviors and healthier responses, to address acute and chronic issues, prevent poor health outcomes, and build resilience and well-being. The incumbent provides clinical assessment, brief targeted counselling and treatment, behavioral and educational interventions, and referral services for individuals and families to services within or outside the primary care teams for individuals and families. This position develops solution-focused therapeutic relationships with individuals in a time-sensitive and culturally safe manner and respects the individual and family, through gaining informed consent to share relevant information with the primary care team and maintaining confidentiality of information outside the team, or as requested by the individual. The incumbent participates as a member of an interdisciplinary team, providing comprehensive, person-centered care to individuals and their families who present to the Primary Care Clinic. Provision of wellness services in the Primary Care Clinic can reduce stigma, provide responsive and immediate support, and better connect with people's current needs and motivation for change.

This position requires the incumbent to have confidence in their clinical judgement as they work both autonomously and collaboratively within the interdisciplinary team. Working independently, the Holistic Wellness Advisor shows initiative in carrying out responsibilities and uses sound judgment in pursuing objectives and adapting resources to meet timelines.

The Holistic Wellness Advisor works within the framework of primary care reform and in accordance with applicable legislation (*NWT Mental Health Act, Child & Family Services Act, Protection Against Family Violence Act, Health Information Act*), standards and guidelines and the philosophy and objectives of the NTHSSA. This position also works with stakeholders to identify gaps, improve access to services, and identify and integrate both behavioral care and community-based supports in a timely manner.



RESPONSIBILITIES

1. Client Care: Assessment, Triage, and Brief Targeted Counselling service. Services offer targeted wellness support in the areas of mental health, stress and coping, substance use, behavior concerns, self-management of health conditions, and/or compliance with health programs and supports.

- Provides triage assessment and consultation with individuals and primary care team.
- Orients individuals to the purpose of wellness services.
- Conducts specialized, brief assessment with individuals, providing a functional and strength-based assessment and recommendations that may include physical, psychological, social, cultural and/or spiritual needs of clients.
- Screens for client safety regarding suicidal or homicidal ideation, child neglect or abuse, intimate partner violence or older adult abuse.
- Provides timely and effective crisis response to individuals who may be exhibiting distress, confusion, agitation, or high degree of emotion.
- Leads behavioral interventions that are suited to the primary care setting, including, but not limited to: Solution Focused Brief Therapy (SFBT); Cognitive Behavioral Therapy (CBT); Behavioral Activation (BA); Problem Solving Therapy – Primary Care (PST-PC); group support, and Acceptance and Commitment therapy (ACT)
- Provides brief supportive counselling in areas such as: mental health, substance use, grief, new medical diagnosis, management of chronic illness, enhancing coping abilities, family stress, parenting, medication adherence counselling, etc.
- Builds and maintains a respectful, culturally safe treatment setting for individuals and families.
- Works in a recovery-oriented and person-centered manner with individuals and families to create wellness plans.
- Promotes preventative health and wellness services, helping people to build the skills to flourish.
- Maintains knowledge and awareness of current available psychosocial and supportive care services and resources to best support wellness needs.
- Refers to appropriate community services that can include making direct connections with those services to ensure seamless care pathway.

2. Case Management / Service Coordination: assists in the provision of direct person-centered care and integrated case management, including coordinating services for individuals/families that have self-identified or been referred by primary care.

- Plans, implements, and evaluates interventions which will ensure that the necessary resources are in place for immediate support and longer-term follow up.
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- Establishes and maintains effective and meaningful interpersonal relationships with



primary care providers to: 1) Consult and collaborate with interdisciplinary team to become familiar with individuals' health/wellness needs, and 2) raise awareness of psychosocial needs and services.

- Consults with primary care team, providing feedback to enhance the understanding of the individual and provides support to co-manage behavioral health challenges that warrant brief wellness intervention.
- Collaborates with primary care team to facilitate individuals' navigation through appointments, services, and referrals. Works collaboratively with community-based agencies, allied health services (counsellors, occupational therapists, etc.) and specialty services (psychiatry).
- Identifies and proactively anticipates potential barriers to accessing care and/or services and incorporates strategies to mitigate identified barriers.
- Advocates for individuals and families, linking them to available programs and services at the territorial, regional and community levels. May identify and document gaps in service, reporting these to the NTHSSA Clinical Integration Team.
- Ensures that health care professionals have the information required to support and maintain psychosocial/ behavioral care and follow-up; including maintaining timely verbal and written documentation in the Electronic Medical Record (EMR) of services provided, and regularly collaborates and communicates with other care providers.
- Initiates and participates in case conferences and staff meetings as needed.
- Coordinates and prioritizes patient care.

3. Educator/Mentor assumes an educational leadership role with individuals, their families, health care colleagues and public, related to the psychosocial, behavioral, mental health and wellness issues that present in primary care.

- Acts as a clinical resource consultant for other members of the primary care team, providing in-service education and consultation to understand the historical, social, and emotional factors related to health problems.
- Educates the public, health care professionals, and community organizations about the role of the Holistic Wellness Advisor in primary care.
- Plans, develops, and provides prevention and promotion activities and public information and resources through community engagement and collaboration.
- Mentors and provides wellness-related information sessions to community agencies and health professionals.
- Refers health professionals to appropriate education resources, clinical guidelines, care plan and clinical leaders.
- Advocates on behalf of the individual and family to support their choices and needs to promote self-managed care.

4. Interdisciplinary Team Development: supports and develops core skills for the interdisciplinary primary care team, with emphasis on new approach to developing



and maintaining individual/family wellness behaviors.

- Plans, develops, and facilitates training on specific wellness and engagement approaches for primary care team.
- Provides consultation to colleagues regarding psychosocial issues presented by individuals. Facilitates and supports the interdisciplinary team to screen individuals for behavioral health and wellness issues utilizing standardized assessment tool(s).
- Develops a supportive rapport with individuals and their families to facilitate good working relationships with other health and social services care providers.
- Makes frequent decisions about the most appropriate, effective, and efficient mode of communication among interdisciplinary team members.
- Coordinates and participates in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Works to help build a community of practice in primary care for behavioral interventions and wellness supports.
- Recognizes the emotional impact of providing care, contributes to a positive, strengths-based team environment and supports team colleagues with resources to help prevent compassion fatigue.
- Collaborates as a member of the inter-disciplinary team (in accordance with agency policy and procedure and relevant legislation) in order that services are neither duplicated nor missed and the information can be shared for the benefit of the individual and family.
- Provides consultation to other care providers and community groups regarding behavioral, mental health, psychosocial and supportive care needs, and resources.

5. Management/Quality Improvement: maintains a leadership role in establishing and coordinating diverse wellness services and ensuring quality improvement activities that will meet the ongoing needs for individuals in the primary care system.

- Establishes protocols around referral, communication, and evaluation for wellness services.
- Manages the day-to-day navigation activities for behavioral wellness in primary care; coordinates and/or facilitates the functioning of an interdisciplinary team.
- Gathers, records, and reports statistical data relevant to program operation and requirements.
- Uses data obtained from evaluations and quality improvement surveys to further improve behavioral wellness primary care services.
- Responsively recommends changes to behavioral wellness primary care activities and accountabilities based on trend analysis and statistics.
- Identifies gaps in services and works with key stakeholders to address gaps and improve organization, quality and coordination of services.
- Accesses clinical supervision to maintain a high standard of clinical service delivery.



- Maintains up-to-date knowledge of field by participating in continuing education activities.
- 6. Workplace Health and Safety: 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 Worker's Safety and Compensation Commission (WSCC)) 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 and Supervisors play an active role in workplace health and safety 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.
 - A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The majority of wellness service users will be seen in the Primary Care Clinic, representing approximately 90% of the time. Individual/family needs may occasionally require off-site community visits (no more than 10% of workday). The clinic worksite may expose the incumbent to communicable diseases, blood and body fluids, hazardous materials (sharps, toxic cleaning, and sterilizing materials).

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell, and hearing during on-going assessment and practice within case managed care.



Mental Demands

The incumbent interacts directly with individuals/families approximately 75-90 % of the time. Persons presenting to the Primary Care Clinic with behavioral issues may be experiencing acute distress, anger, suicidality, anxiety, or other mental health symptoms. The incumbent will be exposed to crisis situations, intense emotions, and challenging behaviors on a daily basis.

The incumbent will experience demands associated with shifting priorities and a dynamic work environment and may be required to support agitated or distressed persons, requiring them to multi-task complex events. The unpredictability of clinical situations on a daily basis result in a fluctuating workload.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge relating to northern social contexts and the ways in which they impact the wellbeing of individuals accessing primary care and their families, such as: continuing impact of colonization; mental health concerns; trauma; parenting and relationship issues; challenges coping with the demands of life/work/family; substance use; family violence; financial concerns; poverty; disability and chronic health care concerns; homelessness/inadequate housing; and or other social determinants of health.
- Knowledge of brief, targeted cognitive, emotional and/or behavioral interventions with individuals, families, couples, and groups who present with mental health, substance use, relationship and/or behavioral challenges.
- Knowledge of change theory practice models.
- Knowledge of a range of territorial and community wellness resources and community-based support services.
- Knowledge/interpretation and application of the NWT Mental Health Act, Child, and Family Services Act, Protection Against Family Violence Act, Health Information Act; and make appropriate referrals for safety and wellness.
- Skilled in the education, promotion, and delivery of person- and family-centered and recovery-oriented practice models.
- Skilled in techniques such as motivational interviewing to co-construct cooperation with individuals and families.
- Interpersonal skills to work collaboratively with interdisciplinary team of primary care staff, service-users, and other medical specialists/allied health professionals.
- Team development and conflict resolution skills to support and lead the Primary Care team to cohesive, person-centered care.
- Verbal and written communication skills.
- Skilled in the development and maintenance of networks and resources at the local and territorial level in order to ensure support of individuals and their families.



- Skilled in the area of brief therapeutic treatment processes (screen, triage, engage, implement and evaluate) to ensure that individuals' physical, emotional, psychosocial, functional, cognitive, spiritual and cultural needs are met.
- Computer skills include Microsoft Office Programs, service-user information database programs (Healthnet Viewer, EMR) and applicable GNWT programs.
- Skilled in the area of brief individual and family intervention across the lifespan.
- Ability to acquire knowledge of policies and procedures of the NTHSSA, the Department of Health and Social Services, and applicable program delivery legislation.
- Ability to apply cultural safety principles, acknowledge impacts of colonization, and relationship to client/family health concerns.
- Ability to educate individuals and families on wellness strategies and self-care.
- Ability to defuse crises, work within short time frames, and juggle rapidly changing priorities.
- Ability to lead meetings and facilitate group process.
- Ability to apply brief, targeted cognitive, emotional and/or behavioral interventions with individuals, families, couples, and groups who present with mental health, substance use, relationship and/or behavioral challenges.
- Ability to implement the TRC Calls to Action into the interdisciplinary primary care team and its services for Indigenous service-users and their families.
- Work effectively with diverse populations and in a cross-cultural setting.
- Ability to facilitate community engagement, deliver public education and professional development presentations.
- Ability to identify, collect and apply data to evaluate, build and improve primary care.
- Ability to use innovation and creativity to develop strategies that successfully meet the needs of diverse individual, family, and provider populations.
- Ability to commit to actively upholding and consistently personally practicing diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Master's Degree in social work, counselling psychology, clinical psychology, occupational therapy, mental health nursing or related field; a Baccalaureate degree may be considered if present with three (3) years clinical mental health experience in a health care field and/or brief therapy setting. Experience in a shared care model of primary care delivery would be preferable.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Assets include:



- Training in solution-focused brief therapy, cognitive behavioral therapy, motivational interviewing
- Certification in Non-violent Crisis Intervention
- Mental health and substance use assessment and intervention training.

Proof of immunization in keeping with current public health practices is required.

Within the NTHSSA the Holistic Wellness Advisor must be able to acquire within a reasonable time frame and remain current in, mandatory certification specific to the role and working environment as outlined in their orientation. This includes, but is not limited to:

- Non-violent Crisis Intervention
- Basic CPR (must be obtained prior to hiring)
- Workplace Hazardous Materials information Systems (WHMIS)
- Internet and E-mail Application
- Fire Training
- FIT Testing
- Privacy and Confidentiality
- Social Media Training
- Workplace Bullying/Respectful Workplace

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