



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Lead, Quality Assurance	
Position Number	Community	Division/Region
48-15758	Yellowknife	Child, Family & Community Wellness / HQ

## PURPOSE OF THE POSITION

The Territorial Lead, Quality Assurance is responsible to research and recommend client care and services quality standards as they relate to the child and family services provided to children, youth and families. This position collaborates with Territorial, Regional, and professional practice leadership to establish performance improvement activities; and is responsible to help guide practice based on the shared vision of the Northwest Territories Health and Social Services Authority.

## SCOPE

The NTHSSA is the single provider for all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tlicho regions, covering 1.2 million square kilometer 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 Tlicho 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 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.

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.



Reporting directly to the Territorial Director, Engagement and System Development, the Territorial Lead, Quality Assurance will be called upon to address a variety of issues on a daily basis. These can range from addressing client's complaints, providing briefing notes to the Director of Child, Family and Community Wellness, providing advice and direction to other Territorial Leads, Territorial Specialists, and Regional Managers, and representing the NTHSSA in meetings, or conferences.

The Territorial Lead will report directly to the Territorial Director, Engagement and System Development. This position can reside anywhere in the Northwest Territories where it will be responsible for quality assurance initiatives across the NWT. The incumbent will foster and sustain academic partnerships to advance professional practices and develop the work force as a territorial lead. Territorial Lead, Quality Assurance will role-model vigilance in ensuring the highest of quality care and services

## **RESPONSIBILITIES**

- 1. Assess the variability of child and family services to determine areas in which to improve client care/service outcomes, quality, or efficiencies.**
  - Establish tools and processes for communicating and collaborating with regional staff.
  - Support, coach and mentor others to succeed with changes occurring.
  - Assist with the development of a system for continuous quality improvement activities within the child and family services.
- 2. Evaluate child and family services 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.
- 3. Champion inter-professional collaboration among community social services workers, community counselling team, foster families, nursing, medical 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 relationships with staff, and regional managers.
  - Work with the Territorial Director, Engagement and System Development to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expansions.
  - Participates 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, Engagement and System Development of significant developments in child and family services that could have implication for operations, including making recommendations for corrective actions.
- Role model inter-professional relations for quality care and management practices.

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

- Promote evidence-based models of care and services for family support services and program, community social services workers, early intervention and foster care services.
- Promote clinical/service and frontline management decisions that are client and family centered.
- Promote and inspire management practices that support staff health, safety and well-being.
- 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**

Incumbent will experience crisis situations requiring immediate attention and discussion.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and skills in the area of program management.
- 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 administrative policies and practices to territorial systems.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge and skills in the area of total quality management.
- Knowledge and skills in the area of continuous quality improvement processes.
- 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.

- Computer skills include word processing programs and spreadsheets.
- Interpersonal skills including effective communication, coaching and motivation in order to assist staff and stakeholders to accept change.
- Ability to apply creative and innovative approaches to policies within child and family services to meet territorial needs.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to understand and apply the principles of labour relations and processes.
- Ability to acquire knowledge relating to the NWT Child and Family Services Act, NWT Mental Health Act and the Health Information Act.
- Ability to understand how community and culture impact the delivery of health and social services; sensitive to geographic and cultural needs of people.
- 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 with five plus, (5+) years of work-related experience in Social Services and/or quality assurance.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

The Territorial Lead will need to attend the Statutory Core training and receive designation under the *Child and Family Services Act*.

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