



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Family Preservation	
Position Number	Community	Division/Region
48-16428	Yellowknife	Child, Family and Community Wellness / All

PURPOSE OF THE POSITION

The Supervisor, Family Preservation is required to ensure the effective delivery of family preservation services by providing administrative and clinical supervision to front line Family Preservation Workers. This position will also provide quality assurance through monitoring, evaluation and the facilitation of training and support to ensure families accessing the program are assisted in effectively addressing the emotional, physical, cultural, intellectual and spiritual needs of their children.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʼo regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Métis, and non-indigenous persons. 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 Tłıchʼo Community Services Agency will operate under a separate board and Hay River Health and Social Services Agency 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 legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. Staff are expected to honour and promote a culturally safe environment at all times.

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 HSS 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 remain 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. With specific reference to Child and Family Services, Indigenous families and their children are disproportionately overrepresented in the 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 within the Child and Family Services System of culturally safe and accessible family supports. These factors have also 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 interacting with staff and the HSS system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, this position is responsible to promote and support a system-wide shift towards prioritizing early childhood development, culturally-based prevention, and family and community-driven programming that supports the health and wellbeing of all families in the NWT and supports families who are struggling with multiple barriers to safely staying together.

Located in any community in the Northwest Territories, the Supervisor, Family Preservation (Supervisor) reports directly to the Manager, Placement Resources, Child and Youth Services.

The Family Preservation Program (FPP) is a culturally safe, strength-based and family-centered program that supports families and their children to increase resiliency and protective factors so that they can safely remain together. The Supervisor is responsible to support the implementation of the NWT Family Preservation Program, including support for implementation of data collection and monitoring and evaluation processes, and to provide support for on-going, iterative program development activities that will help to ensure that



program services are culturally- safe, trauma- and violence-informed, and responsive to the needs of families and communities.

The Supervisor is responsible for supervising a team of Preservation Workers, based across the NWT, and will support staff competency development and on-going reflective practice through clinical supervision, coaching, and mentorship and to identify training needs, and at times, assist with the delivery of workshops and training.

The incumbent will be required to balance or mediate conflicting opinions of staff, including conflicts within the supervisor-supervisee relationship. Colleagues that are also supporting the same families are working from a 'lens' of protection vs. 'lens' of preservation. As such, there is a high likelihood of frequent and persistent conflict given these differing perspectives and mandates, and the requirement for effective collaboration and integration of Family Preservation and Child Protection services is critical.

The incumbent is expected to demonstrate compassionate care that is free of racism and discrimination to clients, families, community members, and other members of the health care team. Practicing from a trauma- and violence-informed care perspective is expected and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful and humble.

On a regular basis, this position is required to complete, or assist with the completion of any and all of the duties assigned to the Family Preservation Worker role.

RESPONSIBILITIES

1. Facilitate the effective delivery of family preservation, family re-unification and permanency planning programs by providing guidance, leadership and direction to staff and management.

- In consultation with the Manager, Placement Resources, Child and Youth Services develop and implement work plans for programs.
- Promote evidence-informed, strengths-based and proactive, culture-based, child- and family-centered, trauma- and violence-informed approaches to supporting children, youth, and families.
- Promote evidence-based models of care and services for family support and prevention services and programs.
- Travel to the NTHSSA Regions as needed to support the implementation and delivery of Prevention and Preservation Services.
- Promote and provide leadership in the development of multi-disciplinary teams, facilitate case conferencing with families, government and non-government agencies, and monitor and evaluate case conferencing activities.



- Review, approve and direct casework to ensure that planning with families is realistic, appropriate, and based on best practices.
- Collaborate with supervisors and/or managers of other programs to ensure effective service coordination for children and families.
- Provide consultation and direction to staff in all significant areas impacting children
- Collect, analyze and report on different aspects of the Family Preservation Program.
- Project future program needs.
- Collaborate on the development of policies so that all Family Preservation staff are aware and clear of their roles and responsibilities.

2. Manage staff and resources effectively, within GNWT guidelines.

- Train, coach and supervise staff, and monitor the completion of case work and ensure that case work complies with standards, policies and procedures.
- Assign cases and other job responsibilities to staff.
- Employ change management approaches to support the implementation of the NWT Family Preservation program framework.
- Manage resources effectively and efficiently, including staffing resources, financial resources and other resources specific to Family Preservation services.

3. As required, provide a continuum of services and supports that facilitate positive parent-child relationships, stimulate child development, promote healthy lifestyles, and improve the capacity and functioning of involved individuals and families.

- Establish a trusting relationship with at risk families.
- Work collaboratively with parents to develop and implement a family support plan that supports parents in achieving goals which are either self-identified, or identified by the clients, Child and Family Services (CFS) staff, and Family Preservation Worker.
- Assist parents in strengthening parent skills and knowledge; developing an understanding of age-appropriate expectations; using effective coping strategies; appropriate discipline; using positive reinforcement in parenting; and identifying and utilizing their strengths and their support network.
- Teach parents problem solving and coping skills with modalities including, but not limited to, positive discipline, solution focused, motivational interviewing, harm reduction, anger management and coping skills.
- Assist parents in developing culturally appropriate strategies in addressing problems that impact their family; provide workshops allowing parents to learn various skills that parents need; and ensure parents have access to parenting support that is culturally safe and culturally relevant.
- Link families with cultural supports that are available in the community.
- Gather and maintain information on progress, providing progress reports as required and adding case notes to Matrix in a timely manner.
- Carry a client caseload, and participate in case management and team meetings.



- Conduct ongoing assessments of client strengths, areas for development and progress towards case goals and maintain documentation on case progress.
 - Assist parents in maintaining a safe and functional home environment.
 - Complete critical incident reports in a timely manner.
 - Establish and maintain effective communication between youth, families, extended family, case managers and community stakeholders.
 - Respond immediately to families in crisis by providing assistance and support to help them resolve personal issues.
 - Promote an atmosphere that encourages parents to maintain responsibility and accountability for meeting the needs of children.
 - Work with case managers to provide assistance to youth in the development of life skills and assist youth in gaining access to community resources.
 - Assist youth in making a transition to independence that reinforces their sense of self-responsibility for the choices they make and their consequences.
- 4. Engage in culturally sensitive and culturally relevant community capacity building, at which point the community can be mobilized to develop and implement programs that prevent child maltreatment, enhance family and community functioning and evaluate the effectiveness of these efforts.**
- Apply knowledge of issues affecting Indigenous people in Canada and willingness to engage in Indigenous culture and teachings.
 - Respond to requests from the community and from other professionals for information and presentations about the program and various issues that families face.
 - Incorporate families' knowledge of culturally relevant supports and programming.
 - Connect with cultural supports in the community as well as other programs, services and resources in the community.
 - Collaborate in the development and implementation of a variety of parenting programs as part of a community prevention initiative.
- 5. Strengthen community resources and capacity through community development initiatives.**
- Provide leadership, guidance and support to staff participating in community development initiatives.
 - Promote and actively supports strength-based, family-centered integrated service delivery.
 - Support relationship-building and communications activities to promote and educate about the Family Preservation Program, including other Child, Family and Community Wellness professionals, schools, RCMP, medical personnel, and other relevant agencies and members of the public on family preservation policies, services and programs.



- Develop collaborative relationships and partnerships with relevant government and non-government agencies for the purpose of enhancing service delivery to the community.
 - Participate on committees for the purpose of planning and implementing emergency social services in response to catastrophic events.
 - Advocate for new or improves approaches, services, programs, or methods of service delivery in order to more effectively serve clients.
 - Participate on social/health committees to address a specific social or community need, and/or assist other agencies in the development and implementation of psycho-educational groups.
 - Participate in joint projects with other government and non-government agencies.
 - Promote community wellness with the public and in collaboration with other social/health agencies.
- 6. Contribute to the overall effective functioning of the Child and Family Services (CFS) team, via Family Preservation Services, to enhance program development and delivery by supporting workers and the families they work with to engage in collaborative decision making.**
- Consult with, advocate for, and coordinate client services.
 - Engage in case conference planning and meetings.
 - Regular and ongoing communication with CFS staff about the progress and development of families as well as needs related to ongoing support.
 - Support ongoing collaborative decision making between families, CFS workers and Family Preservation Workers.
- 7. Promote family preservation and reunification throughout all Child and Family Services involvement.**
- Ensure families are adequately informed of and understand the applicable child and family services they are receiving.
 - Participate in case management meetings with clients and CFS staff as required.
 - Facilitate and support family visitation as required.
 - Collaborate with workers to champion the goal of family preservation and reunification within the delivery of Child and Family Services.

WORKING CONDITIONS

Physical Demands

The incumbent may be required to assist in carrying luggage and awkward items, or carrying and transporting young children, some of whom will be physically resistant to being carried.



Environmental Conditions

Approximately, ten percent (10%) of each day will involve exposure to communicable diseases while in home situations and while seeing clients in the office. Approximately, ten percent (10%) of each day will involve exposure to unsanitary conditions, including but not limited to fecal matter, soiled diapers and bedding, and blood, while in home situations.

Sensory Demands

On average, ten percent (10%) of the incumbent's day will be spent providing direct therapeutic services requiring the use of the combined senses of touch, sight, smell, and hearing during the ongoing observation/assessment/and provision of services to clients.

Mental Demands

Job holder will be exposed to upsetting, graphic information (e.g. abuse, neglect, multiple losses, family violence, parental addictions, etc.), and will experience concern about probable, unpleasant situations which could have a serious outcome, approximately fifty percent (50%) of each week.

The incumbent will work with clients who often have a history of violence, a criminal record of violent acts, hostile and unpredictable behavior, and who may pose a real and significant threat to personal safety for approximately ten percent (10%) of the day.

Approximately, twenty-five percent (25%) of incumbent's week may involve travel outside of the community in poor road conditions, inclement weather and by small aircraft.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of child development and parenting skills.
- Knowledge of and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of colonial history and contexts for understanding inequities (social determinants of health) in health outcomes and access to health and social services.
- Knowledge of universal precautions to protect worker and client from transmission of infections.
- Knowledge of family issues and stresses of parenting (family violence and addictions), and child management strategies (non-violent).
- Knowledge of addictions and family violence and its impact on children.
- Knowledge and understanding of the cultural history of the community especially with regards to parenting.
- Computer skills (word processing, data entry, excel).
- Verbal and written communication skills.
- Interviewing and assessment skills.



- Knowledge of a variety of issues and approaches, including but not limited to: child development, parenting stresses, positive parenting strategies, positive behavioral reinforcement, non-violent parenting strategies, family dynamics, addictions and intimate partner violence, and CFS systems and procedures, and working with high risk youth.
- Abilities in time management, performance evaluation, information management, balancing staff workloads, monitoring and evaluation, establishing collaborative working relationships between staff and teams, set priorities and meet deadlines, balance conflicting points of view, ability to acquire the skills needed to supervise in a unionized environment, ability to utilize positive approaches in dealing with negative situations, coaching, helping, and teaching.
- Ability to acquire skills in clinical supervision, administrative supervision, conflict resolution; strength-based, family-led assessment of children and families, crisis intervention, motivational skills, advocacy, team building, case conferencing, data collection and statistical reporting, analyze and assist in report writing and policy writing.
- Ability to work as a member of a community care team setting.
- Knowledge, skills and abilities in the provision of trauma- and violence-informed approaches to family support.
- Knowledge and sensitivity regarding the geographical and cultural needs of the community, and ability to understand how community and culture impact the delivery of health and social care.
- Ability to learn skills and abilities associated with effective facilitation of strength-based, family-led team-based processes.
- Ability to work in cross-cultural setting in a non-judgmental manner.
- Knowledge of resources available in community.
- 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 Diploma in Social Work, Child Development, Youth Care or Early Childhood Education; and five (5) years of related experience and 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