



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Lead, Culturally Safe Child and Family Services	
Position Number	Community	Division/Region
48-16563	Yellowknife	Child, Family & Community Wellness / HQ

PURPOSE OF THE POSITION

The Territorial Lead, Culturally Safe Child and Family Services is responsible to lead, implement, facilitate and track all training related to cultural safety and anti-racism, and Indigenous cultural orientations that is required for Child, Family and Community Wellness (CFCW) staff throughout the Northwest Territories. The incumbent will maintain a working knowledge of all current and future culturally safe CFCW services and programs delivered in the territory.

The incumbent will, in collaboration with the Department of Health and Social Services, Tlicho Community Services Agency, and the Hay River Health and Social Services Agency, develop, disseminate and implement a new approach to the CFCW division which encompasses community participation in priority setting, design, and implementation of new policies and practice to create a culturally safe and anti-racist CFCW system.

SCOPE

The Territorial Lead, Culturally Safe Child and Family Services (CSCFS) will report to the Territorial Director, Engagement and System Development, and play a key role in developing cultural safety and anti-racism initiatives for CFCW staff to address systemic racism and ensures CFCW service delivery incorporates the values, culture, and Indigenous world views of each community across the system. Initiatives will need to align with territorial and federal CFS legislation and standards and may include providing support and recommendations to other Territorial Leads, Department Specialists, and Territorial/Regional Managers, to group facilitation among others. The incumbent will work closely with the CFCW team across the system to ensure principles of cultural safety and anti-racism are embedded into practice.

This position will also collaborate with the Cultural Safety and Anti-Racism unit, including the Senior Advisor, Culturally Safe Child and Family Services, Department of Health and Social Services (DHSS) Community, Culture and Innovation (CCI) to implement the cultural safety and



anti-racism training and create modules specific to the CFCW system. The incumbent will maintain a working knowledge of all current and future cultural safety and anti-racism, and Indigenous culturally relevant CFCW services and programs delivered in the territory. The incumbent will be expected to research and recommend culturally safe and anti-racist approaches to the CFCW system, including the embedment of Indigenous knowledge.

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 Tłıchq regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous persons. HSS 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 HSS staff.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. While the Tłıchq Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, 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.

The NTHSSA provides and supports the delivery of health and social services across the lifespan on an outpatient and outreach basis in order to enhance healthy communities and well-being through excellence, accountability and respect for regional diversity, and works with communities to promote healthy lifestyles.

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. 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.

Indigenous families and their children are disproportionately overrepresented in the Child and Family Services (CFS) 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 colonial legacies and systemic racism but also to the lack of culturally appropriate 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 HSS system they are more likely to access care when needed, leading to improved health and social outcomes.

The Territorial Lead CSCFS is responsible to promote and support a system-wide shift towards prioritizing family support, culturally-based prevention and intervention, and family and community-driven programming that supports the health and wellbeing of all families who are struggling with multiple systemic barriers to safely stay together. This position will guide practice based on the shared vision of the NTHSSA.

This position requires the incumbent to model, honour, promote a culturally safe environment at all times, including practicing from a perspective that is anti-racist and trauma-informed, employing self-reflection to encourage the professional growth and whole person development of self and others. Indigenous worldviews, practices, and customs must also be respected.

The mandate to advance a system-wide approach to cultural safety and anti-racism rests with the DHSS CCI division with focused attention on key system functions such as Primary Care; Quality, Safety and Client Experience; and Child and Family Services. CCI is responsible for strengthening the HSS system staff capacity at management, operations, and front-line levels and oversees the development, coordination, and delivery of territorial learning resources, including an NWT Cultural Safety Training Framework, and leads implementation across the NWT. The incumbent will be a member of the Cultural Safety Training team and will work closely with CCI as CFCW cultural safety and anti-racism initiatives are developed to ensure consistency and alignment.

The incumbent will lead training and culturally relevant professional development activities to ensure CFCW staff are provided with the tools required to carry out culturally relevant services. In addition, this position will play a role in assessing CFCW services to determine areas for improvement from a cultural safety framework.



The incumbent will represent the NTHSSA, CFCW team in meetings, or conferences in addition to developing cultural safety and anti-racism CFCW curriculum, providing training and on-going professional development to CFCW staff. This would encompass community and regional orientations and education.

This position engages in sensitive topics that include interpersonal and system racism, inter-generational individual and community impacts of colonization, including the legacy of residential schools and the 60s scoop. There will be expectations to be culturally and politically current. Incumbent will experience tight deadlines, and urgent situations, and will be required to manage conflicting priorities and adjust to meet unexpected crises and external demands.

RESPONSIBILITIES

- 1. In collaboration with the Senior Advisor, Culturally Safe Child and Family Services, Indigenous Organizations, and CFCW staff, develop, organize, and facilitate cultural safety training to all CFCW staff.**
 - Work collaboratively with the DHSS CCI team to ensure continuity in the development and delivery of CFCW specific training as it relates to cultural safety and anti-racism.
 - Provide in-person and virtual workshops, presentations, trainings for a variety of adult audiences inclusive of cultural safety and anti-racism related to CFCW.
 - Ensure a variety of adult education facilitation techniques are utilized to meet the needs of the audience.
 - Plan and develop online and face to face learning modules.
 - Review training material for staff such as core training, supervisor/manager training, adoptions training, foster care training, family preservation training, and healthy family training to ensure material is culturally relevant for staff, and is reflective of the values, beliefs, customs and traditions of children, youth, families and communities in the NWT.
 - Record and ensure appropriate storage of resources for future utilization by staff.

- 2. Lead and implement engagement initiatives to ensure approaches for CFCW services support the involvement of Indigenous governments/organizations/ communities in the design and delivery of CFCW programs and services.**
 - Establish, implement and ensure tools and processes for communicating, collaborating, and gathering feedback is reflective of all regional Indigenous groups in the NWT.
 - Tailor all CFCW training to ensure it meets the unique needs of each region, while ensuring the common goal of delivering culturally safe services to children, youth, families and communities is consistently prioritized.
 - Support Indigenous staff in terms of including their cultural knowledge, expertise, and way of knowing into the delivery of services.

- 3. Provide strategic analysis and advice within the NWT CFCW system.**
 - Support the NTHSSA CFCW Senior Management division through developing correspondence, briefing notes, and developing position papers.



- Compile, analyze and synthesize data.
 - Represent division on strategic working groups, committees and meetings which relate to a culturally safe CFCW system.
 - Research, and monitor national and international legislation, frameworks, particularly with respect to an Act Respecting First Nations, Inuit and Metis children, youth and families.
 - Provide expert advice to CFCW senior management division, in collaborating with DHSS CCI on the design and delivery of a culturally safe CFCW system.
 - Responsible to conduct research in cultural safety, anti-racism, and strength based related to CFCW at all levels: locally, nationally, and internationally to monitor trends and strategies that would be applicable to the NWT.
 - Provide support to the territorial operations division through research, analyzing data, developing position papers, and correspondence.
- 4. Lead the development, coordination and facilitation of Cultural Orientation across the CFCW system, and champion culturally relevant services.**
- In collaboration with regional teams, Indigenous groups, DHSS CCI, Indigenous Wellness staff, lead the development of inclusive work environments reflective of Indigenous cultures.
 - Collaborate with regional teams to ensure service delivery is implemented in a way that honors Indigenous cultures, values, and traditions.
 - Acts as an advisor to NTHSSA training leads, colleagues, and management teams in the development of culturally safe programming for clients, and staff.
 - Participate in the Culturally Respectful Child and Family Services Working Group.
- 5. Champion inter-professional collaboration amongst CFCW staff, Indigenous organizations, and key regional and community stakeholders to achieve an effective culturally safe child and family services system.**
- Establish and maintain effective relationship with operations staff, DHSS, TCSA, HRHSSA counterparts, CFCW staff, Indigenous representatives, Elders, Indigenous knowledge keepers, and other key stakeholders.
 - Work with the Territorial Director, Engagement and System Development 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, Engagement and System Development 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.



- Will participate in regular quality review meetings and may support development of action plans.
 - Will cover as required the other portfolios of the Training and Practice Improvement Lead and as required act for the Territorial Director, Engagement and System Development.
- 6. Champion cultural safety, quality care and services and culturally relevant-based practice.**
- Promote and educate on culturally relevant based models of care and services for family support services and programs to staff.
 - Promote clinical /service and frontline management decisions that are culturally safe, anti-racist, trauma informed, and family centered.
 - Promote leadership styles and practices that support staff health, safety and well-being and encourage creativity.
 - Create and support a professional culturally competent learning environment to mobilize and enhance a culturally safe child and family services system.

WORKING CONDITIONS

Physical Demands

During engagement/training sessions, the incumbent may need to assemble and transport meeting supplies/equipment and will assist with setting up meeting locations as required.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent is expected to travel approximately 2-4 times each year and possibly more, for approximately 1-5 days per occurrence. Travel by road and aircraft occurs during all seasons and when weather conditions may be poor.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Indigenous cultures of the NWT.
- Knowledge and application of knowledge relating to Cultural Safety, Anti-Racism Frameworks and Strength Based Frameworks.
- Knowledge and application of knowledge relating to Indigenous world views and values.
- Knowledge of the Truth and Reconciliation Commission of Canada Final Report and Calls to Action, the National Inquiry into Missing and Murdered Indigenous Woman and Girls Final



Report, the United Nations Declaration of the Right of Indigenous People, and Act Respecting First Nations, Inuit, and Metis children, youth and families.

- Knowledgeable of the *NWT Child and Family Services Act*, *NWT Mental Health Act*, and the *Health Information Act*.
- Skills to analyze CFCW standards, policies, programs and services from an anti-racism, family centered, culturally safety, and/or trauma informed lens.
- Coordination and facilitation skills demonstrated in a variety of diverse contexts, including working with Elders and community cultural experts.
- Knowledge of education principals and techniques related to adult learners to ensure effective delivery of training.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Interpersonal skills including effective communication, coaching and inspiration.
- Knowledge of, and or the ability to acquire and apply knowledge of administrative policies and practices to territorial systems.
- Knowledge on 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.
- 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.
- Skills relating to total quality management or continuous quality improvement processes.
- Working knowledge of continuous quality improvement processes.
- Computer skills include 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.
- 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. A minimum of five (3) years of work-related experience in CFS in an Indigenous cultural environment.

Additional Training in Indigenous wellness and/or trauma informed practice is preferred.



Being a person who is Indigenous to the NWT and has lived experience would be an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

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