



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Healthy Family Worker	
Position Number	Community	Division/Region
48-16571	Lutsel K'e	Child, Family and Community Wellness/Yellowknife

PURPOSE OF THE POSITION

The Healthy Family Worker works to deliver a culturally based proactive, outreach-oriented, and strengths-based program focused on universal family support, education and community engagement for families with young children for the Northwest Territories Health and Social Services Authority.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the primary provider of health and social services across the Northwest Territories (NWT), with the exception of the Hay River and Tłıchǫ regions. Serving a population of approximately 43,000 people—including First Nations, Inuit, Métis, and non-Indigenous residents—NTHSSA operates across a vast area of 1.2 million square kilometers. It delivers a comprehensive range of primary, secondary, and tertiary health care services, as well as social services such as family support, protection services, care placements, mental health and addictions services, and developmental programming. These services are provided by more than 1,400 health and social services professionals.

While the Tłıchǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Agency (HRHSSA) operate independently, the NTHSSA is responsible for setting clinical standards, procedures, guidelines, and monitoring across the territory. Service Agreements with these agencies ensure alignment with NTHSSA's expectations and policies. The Healthy Family Program (HFP) is delivered by the NTHSSA in all regions except Hay River, where HRHSSA is the lead, and the Tłıchǫ Region, where the Tłıchǫ Government leads program delivery.



Under the direction of the Minister of Health and Social Services, the NTHSSA was established as part of a government transformation strategy aimed at creating a single, integrated health and social services delivery system.

The Healthy Family Program Worker reports to the Regional Healthy Family Program Supervisor and is a key member of the Child, Family and Community Wellness team. This position plays a leadership role in delivering culturally safe, community-driven early childhood and family support services. The Healthy Family Program is guided by seven core principles: it is fun and engaging; centered in Dene, Inuvialuit, and Métis cultures; accessible and approachable; inclusive; community-driven; trauma-informed; and flexible.

The goal of the Healthy Family Program is to build on the strengths of families and communities to support parents in fostering healthy child growth and development. The program provides support, information, and opportunities for cultural connection to help parents create nurturing environments for their children. All services are culturally safe, trauma-informed, family-centered, and strength-based, with a focus on building trusting relationships with families.

This position contributes to a broader system-wide shift toward early childhood development, culturally based prevention, and family- and community-driven programming. Healthy Family Program Workers play a critical role in supporting this transformation by fostering culturally safe environments and promoting relationship-based care.

Given the lasting impacts of colonization and residential schools on Indigenous health outcomes, the Supervisor must demonstrate compassionate, trauma-informed care that is free from racism and discrimination. Cultural safety—where Indigenous peoples feel respected and secure when accessing services—is essential to improving health equity and outcomes.

Healthy Family Program Workers must approach all interactions with clients, families, community members, and colleagues with tact, respect, and humility. A deep understanding of the social determinants of health, systemic racism, and the overrepresentation of Indigenous families in child and family services is essential to this role.

Healthy Family Program Workers are responsible for delivering evidence-informed, culturally safe parenting and child development services that strengthen parental roles and build healthy environments for children. These services emphasize community participation and cultural connection and include one-to-one visits, facilitation of educational group programs, and community workshops. Workers also serve as “community connectors,” linking families to healthcare, cultural supports, peer networks, and other family- and community-driven resources.



In addition, Healthy Family Program Workers participate in multi-disciplinary teams to support the integration of early childhood services and engage in ongoing quality improvement activities to enhance the delivery of culturally safe, universal services. They collaborate with Cultural Knowledge Holders, Elders, early childhood staff, and other healthcare providers—including Public Health and Community Health Nurses, Midwives, and Oral Health staff—to deliver culture- and land-based group programs that are universally accessible and support healthy child development. Workers also assist families in accessing preventative medicine, attending Well Child Visits, and identifying early intervention needs such as speech and language support or other developmental concerns.

Some duty travel is required to support regional program delivery in other communities, to attend staff trainings or meetings and/or to facilitate interagency collaboration.

RESPONSIBILITIES

1. Provides family-led one-to-one supports to families with children 0-6 years in order to promote; responsive parenting/caregiving, healthy child development; support family wellbeing, access to healthcare, and connection to community and culture.

- Establishes a voluntary, trusting relationship with program families.
- Uses outreach approaches to meet with all families who are interested in learning about program services.
- Facilitates family-centered assessments, goal setting, and service planning using strengths-based and relationship-based approaches to understand family strengths, culture, and priorities.
- Applies knowledge of parent-child interaction and child development to support improved parenting skills, reduce family stress, and enhance parental knowledge of age-appropriate activities..
- Assists parents in learning problem-solving and coping skills through teaching, modeling, and referrals to appropriate agencies.
- Develops individualized family support plans in collaboration with the family, identifying goals, objectives, and activities to meet their needs.
- Meets with Supervisor to evaluate progress and plan effective intervention strategies to effectively support family goal achievement.
- Provides support on day-to-day childcare and parenting issues, including guidance on common challenges such as toilet training, discipline and sleep.
- Assists parents in scheduling and attending medical and social service appointments, including Well Baby and Well Child visits.
- Facilitates culturally safe, evidence-formed parenting and child development education, including use of program resources and materials.
- Monitors parent-child relationships and communicates concerns to the Supervisor, ensuring appropriate documentation is completed.



- Engages in clinical supervision and reflective practice to address challenges and ensure services remain trauma-informed and strengths-based.
- Acts as a “Community Connector”, helping families access and integrate services across health, social and cultural supports.
- Participates in case conferences, with family’s consent, to support coordinated service delivery and integration across agencies/programs.

2. Works in partnership to deliver group programs that build connection and collaboration for family, cultural, and community resources to support healthy families.

- Plans, organizes, and delivers program specific activities/sessions for groups (parent and child programming, parenting program, etc.).
- Facilitates group programs and workshops that are open to all community members using the program resources and tools.
- Maintains an active and positive working relationship with other agencies involved with the health and well-being of children in order to gain an understanding of the trends in health issues and to use this information to design and tailor programs to meet community needs.
- Delivers breastfeeding and maternal infant care groups and workshops.
- Establishes community partnerships to offer culture- and land-based early childhood and parenting programs that promote healthy outcomes for all children.
- Delivers universal programs for families with children 0-6 years.
- Maintains a list of all resources available in the community and region
- Plans, organizes, and delivers the Collective Kitchen program.

3. Assesses, documents, and reports.

- Documents appropriate and up to date information on the case record forms and data entry forms. One to one visit records are completed within 24-48 hours of visits and submitted to Supervisor for approval. Provides client reports as required.
- Gathers and records statistical information relevant to the client and program, including quality improvement activities.
- Monitors, evaluates, and documents client progress towards goals.
- Participates in supervisory sessions with the immediate program Supervisor.
- Attends in- service training and participates in continuing education opportunities as required.

4. Integration and Community Collaboration.

- Participates in multi-disciplinary team meetings, program planning and other activities.
- Participates in the Early Childhood Development Interagency (ECDI) committee and assists with the integration of early childhood supports at the community level.



- Participates in initiatives, such as the local ECDI Committee, to promote integration of early childhood development supports and services.
- In collaboration with community partners, leads the development of a monthly community calendar of early childhood programs and activities.
- Participates in territorial Healthy Family staff teleconferences.
- Uses Outreach approaches to invite all families to participate in Healthy Family Program activities and to promote integration of Early Childhood Development services at the community level.
- Uses various platforms and methods to promote culturally safe parenting and early childhood activities and information.
- Uses various platforms and methods to promote the importance of early childhood development and to strengthen the roles of parents in the community.

WORKING CONDITIONS

Physical Demands

Lifting and carrying bags (toys, supplies) and lifting children 10-15 pounds on a daily basis. Bending, kneeling (while working with children) required on a daily basis with each home visit. Stairs in and within house, lifting children in and out of car seat, assisting children with mobility.

Environmental Conditions

Exposure to accident and health hazards (Tuberculosis, Hepatitis C, HIV) on a daily basis, due to client interaction.

Sensory Demands

Multiple senses required for nonverbal communication, parent/child interaction, observation skills for unusual signs and symptoms of illness, and assessing the physical environment, required on a daily basis.

Mental Demands

Incumbent provides support for families who may be angry, frustrated, anxious, depressed, and/or difficult to work with required on a daily basis. Works independently and attends home; may experience unpredictable situations on a daily basis. Works in a cross-cultural setting for clients with different value systems and/or language. on a daily basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Child development and parenting skills.
- Knowledge and application of knowledge regarding Pre and Post Natal Care.
- 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).
- Skilled in child management strategies (non-violent).
- Knowledge of resources available in community.
- Knowledge of addictions and family violence and its impact on children.
- Knowledge of and/or the ability to learn and understand the cultural history of the community especially with regards to parenting.
- Computer (word processing, data entry, excel).
- Verbal and written communication skills.
- Interviewing and assessment skills.
- Ability to work independently and in a cross-cultural setting in a non-judgmental manner.
- Ability to work as a member of a community care team setting.
- Ability to speak an indigenous language is an asset.
- Ability in speaking in a group and support facilitated discussion.
- Assessment skills and ability to make appropriate referrals.
- 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:

Diploma in Early Childhood Education or Social Work, and a minimum of one (1) year of experience working with families (0-6 years).

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

NTHSSA – Regional Requirements

- Valid Class 5 driver's license
- Basic CPR
- WHMIS
- Safety Mask Fit testing
- Ability to work flexible hours if required (evenings/weekends).

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