



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services		Supervisor, Recreation Therapy	
Position Number	Community	Division/Region	
48-17225	Yellowknife	Rehabilitation / Yellowknife Region	

PURPOSE OF THE POSITION

The Supervisor, Recreation Therapy (Supervisor) is responsible for the program development and day-to-day clinical supervision of therapeutic recreation for residents and patients of all ages who reside in Yellowknife Long Term Care (LTC) or have been admitted to Stanton Territorial Hospital (STH) with various conditions in order to meet their individual needs while enhancing quality of life in accordance with the goals and objectives of the residents/patient's care plan, the Code of Ethics and Rules of the Canadian Therapeutic Recreation Association (CTRA), the philosophy of care (Supportive Pathways), and strategic priorities of the Northwest Territories Health and Social Services Authority (NTHSSA).

SCOPE

The 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 Tłıch'ı regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. 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 Tłıch'ı 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.



The NTHSSA administers health and social services to the residents of the Yellowknife Region in the NWT. The NTHSSA directly and contractually employs over 300 staff who deliver these services in Yellowknife, Ft. Resolution, Łutselk'e, Ndilo, 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 Łutselk'e, Ndilo, 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.

Stanton Territorial Hospital (STH) is an accredited facility, located in Yellowknife, Northwest Territories (NWT). STH is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides healthcare services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

The Supervisor reports directly to the Regional Manager, Continuing Care and is responsible for the oversight of program development and delivery as well as day to day clinical supervision of a combined staffing complement consisting of Recreation Therapist(s) and Activity Aides.

Located within Yellowknife Continuing Care, the Supervisor will perform supervisory and may on occasion need to support and be directly involved in clinical duties including but not limited to standardized assessment and provision of care based on a best practices approach aimed at positive outcomes for Recreation Therapy intervention (e.g., assessment, consultation, education, etc.). The incumbent acts as a program developer, educational resource, and monitors the delivery of programming/treatment of residents/patients, and family within the LTC and acute care settings. The incumbent will research, design and implement programs, educational material and deliver workshops on topics related to Recreation Therapy. The incumbent will also coordinate the volunteer program within Yellowknife LTC and help to support the STH volunteer program.

A highly skilled and experienced clinician, the incumbent must have fundamental knowledge in all areas of recreation therapy related to their service as opposed to a specialization in one area.

The incumbent will oversee the evaluation of patients'/residents' recreation needs based on presenting impairment, abilities, and past and present leisure interests to design and prescribe a treatment plan to meet those needs. The incumbent will design and implement with the assistance of the Activity Aides programs for continuing care to best serve the residents' needs.



RESPONSIBILITIES

1. Supervise the daily operational activities and clinical practices of Yellowknife LTC and STH Recreation Therapists.

- Participates in the recruitment, hiring and orientation of new staff.
- Provides feedback to the Manager and staff, including regular performance reviews, to ensure staff performance meets operational requirements and standards of care.
- Initiates corrective or disciplinary action as appropriate.
- Approves PeopleSoft/payroll entries and monitors attendance.
- Coordinates leave and other staff activities to ensure sufficient service coverage and efficient use of staff, equipment, and space.
- Ensures staff maintains required certification, e.g., CPR, provincial licensure.
- Ensures that the stock of department supplies, and equipment is adequate and facilitates the ordering of supplies and equipment repairs as required.
- Works with the manager to monitor expenditures to ensure they are carried out in accordance with policy and are within approved budgets.
- Provides information and recommendations on capital expenditures, proposals and facility planning.
- Models a respectful work environment that ensures effective, efficient, and quality service is provided from intake to discharge.
- Ensures that the unit has a practice environment that has the organizational and resource allocations necessary for safe, competent, and ethical care.
- Participates in committees, task teams, and research projects as required.
- Coordinates or delegates coordination of student placements.

2. Monitors and evaluates Recreation Therapy services, and implements quality improvement processes, to enhance the quality of care provided to residents/patients within Yellowknife LTC and STH and to ensure safe and effective care, and to improve patient & family experience.

- Assesses individual therapist clinical competencies to identify learning and mentoring needs, develops specific training/learning plans and facilitates or arranges for the delivery of training identified within the specific training/learning plans.
- Develops facility practice guidelines.
- Provides mentoring and leadership to peers, students, and other members of the healthcare team to develop skill levels necessary to achieve the standard of care.
- Coordinates services with outside agencies/centers/institutions to facilitate a patient's optimal health and wellness.
- Assists in the determination of resource allocation as well as program planning and revision with a focus on continual improvement.



3. Researches, develops, implements and sustains a robust Volunteer Program to meet the needs of residents and families.

- Develops a work plan for the development of a volunteer program, using research in best practices within this field.
- Researches the gaps and needs within Yellowknife Long Term Care that volunteer programming could address, working with internal and external stakeholders.
- Develops and implements a strategy for the recruitment of volunteers.
- Addresses risk management, privacy, and training requirements with NTHSS and Departmental stakeholders.
- Develops and delivers a volunteer training program to ensure safe and quality volunteer support.
- Provides role modeling and practical teaching to volunteers in the field, to ensure that they understand their role and expectations in providing support.
- Develops Job Descriptions, an establishment process, and ensures that all volunteers are appropriately selected and vetted.
- Develops a group of policies and procedures for approval by Management with respect to the utilization and coordination of volunteers within Yellowknife Long Term Care.
- Provides day-to-day coordination and administration of volunteers and the volunteer program.
- In collaboration with staff and community stakeholders, assesses current and future needs and plan for volunteer engagement and recognition.
- Recruits, selects and orientates volunteers according to site demand.
- Liaises and work with community organizations, including schools, churches, service clubs, etc. to increase awareness of program needs and opportunities for collaboration.
- Gathers information from residents about their experiences in receiving support from volunteers and volunteer initiatives, through direct interviews, observations and standardized evaluation processes.
- Reviews medical records and gathers other relevant information from family and other members of the health care team to ensure that volunteer supports are appropriate and safe for each resident and their family.
- Reviews and explores opportunities for inclusion of the Indigenous Wellness Program as part of voluntary services for indigenous patients and their families.
- Provides regular reporting to management about the activities and outcomes of the Volunteer Program.



4. Provide coverage of the Recreation Therapists (both Acute and Long-Term Care) positions in the event of planned or unplanned leave by providing direct care to a wide variety of clients requiring Recreation Therapy using a problem-solving approach and in accordance with the standards, guidelines and scope of Recreation Therapy to facilitate individualized patient care.

- Gather information from the clients through interview, observation, and standardized evaluation.
- Review medical record and gather other relevant information from family and other members of the healthcare team.
- Review and explore opportunities for inclusion of Indigenous Wellness Program as part of recreational therapy program for indigenous patients and their families.
- Develop outcome-oriented scheduled activities that are appropriate for the clients' needs based on the client's individual assessment.
- Review and modify the schedule of programs according to the patient's/resident's needs and scope of practice for Recreation Therapists.
- Attend and participate in conferences for client management and committees relevant to the therapeutic care of clients on an as needed basis.
- Participate in ongoing research for the maintenance and improvement of therapeutic recreation services for the designated units.

WORKING CONDITIONS

Physical Demands

Some of the incumbent's day will be spent bending and standing in awkward positions providing physically demanding services (e.g., repetitive, and forceful use of hands) to clients while providing assessment or care. The incumbent may assist with transferring patients who require assistance and moves and lifts children and heavy therapeutic equipment during service provision. This may require lifting equipment above shoulder height.

Environmental Conditions

During their day an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight and hearing during assessment and provision of care in a hospital setting.

The Recreation Therapist must be constantly aware (50% of the workday) of patients' physical and emotional needs (mood, hygiene, etc.). Patients may be unable to request assistance when required, therefore the Incumbent must maintain alertness at all times.



Mental Demands

The Recreation Therapist has the opportunity to develop relationships with the residents of Yellowknife Long Term Care. The incumbent is expected to remain calm, controlled, and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the healthcare team.

There is uncertainty in knowing what to expect while at work. Within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

The Recreation Therapist is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current accepted standards of recreation therapy practice with a broad base of skills and clinical experience
- Knowledge of applicable protocols, policies, regulations, and legislation.
- Knowledge of education principles related to adult learners required to develop and deliver subject specific training and development.
- Knowledge of and sensitivity to cultural, social, gender and age dynamics as they relate to the delivery of primary healthcare programs and services with an ability to deal with a variety of people in a non-judgmental manner.
- Research and evaluation skills to conduct reviews and analyze or compare practices against evidence based and accepted standards.
- Excellent written and oral communication skills including listening, observing, identifying and reporting; including an ability to communicate effectively and efficiently to a divergent group of people. This includes an ability to communicate and interact professionally and effectively with irate clients.
- Ability to work with individuals at all levels in a variety of organizations at the community, regional and territorial level.
- Ability to lead and foster excellence in multi-disciplinary client service delivery.
- Sensitivity to issues, and the ability to lead in a collaborative way to inspire, influence and persuade.
- Ability to develop new programs, to facilitate creative problem solving using a situational approach and incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- 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:

This level of knowledge is typically acquired through the successful completion of a bachelor's degree in Recreation Therapy plus five years of clinical experience. Previous Supervisory experience would be an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Professional member of the Alberta Therapeutic Recreation Association (ATRA)
- Certification and membership (within 12 months of hire) with the National Council for Therapeutic Recreation (NCTRC) as a Certified Therapeutic Recreation Specialist (CTRS).
- Proof of Immunization in keeping with current public health practices is required.

NTHSSA has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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