



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Mental Health & Substance Use Nursing	
Position Number	Community	Division/Region
48-17355	Yellowknife	Territorial Operations/ Clinical Integration/Health Services

## PURPOSE OF THE POSITION

The Territorial Manager, Mental Health & Substance Use Nursing is responsible for leading the development, implementation, and evaluation of strategies, standards, guidelines, and protocols for Mental Health and Substance Use nursing services. Leadership includes the strategic planning, implementation, maintenance, and evaluation for the Community Mental Health Nursing program, acute care mental health nursing, and clinical services and supports for substance use disorders, in accordance with the Northwest Territories Health and Social Services Authority (NTHSSA) and Registered Nurses Association of Northwest Territories and Nunavut.

This position requires the incumbent to research and implement client care quality standards as they relate to mental health and substance use nursing services. This position collaborates with National, Territorial, Regional, and professional practice leadership to establish performance improvement activities and works to ensure the competency of mental health and substance use nursing personnel is maintained.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the NWT, with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous persons. 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 Tłıchǫ 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.

Located in Yellowknife the Territorial Manager, Mental Health & Substance Use Nursing (TMMHSUN) reports directly to the Director, Health Services (DHS), and is accountable for the effective delivery of organized mental health and substance use nursing services to residents of the NWT, and the assessment and evaluation of the variability in mental health and substance use nursing practice settings within the authority to determine areas in which to improve client care/service outcomes, quality, or efficiencies. The scope of the TMMHSUN includes the Community Mental Health Nursing program, acute care mental health and substance use services, and the Territorial Substance Use Medicine Program. The TMMHSUN is accountable for the sustained use and spread of NTHSSA guidelines within the NTHSSA, TSCA, and HRHSSA as it relates to mental health and substance use nursing. This position is responsible for leading the development and implementation of consistent delivery strategies, standards, and protocols for mental health and substance use nursing programs and services to NWT residents. This role leads a collaborative process to establish common and consistent practices for mental health and substance use nursing that will ensure a common standard of quality care for clients and their families across the NWT. The overarching function of this role is to ensure that mental health and substance use nursing programs and services across the NWT are delivered consistently, in alignment with the Department of Health and Social Services (DHSS) policy and legislation, and NTHSSA strategy and policies.

The incumbent is responsible for providing territorial functional and operational leadership, subject matter expertise, and procedural/policy guidance for mental health and substance use nursing service delivery to all NTHSSA Regions, and for liaising with the Tłıchǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Authority (HRHSSA). This position will work with the other Territorial Managers, and the DHS to determine Territorial priorities in the provision of services, programs, and resources. This collaboration will include recommendations on the strategic direction for the provision of mental health and substance use nursing services.

The TMMHSUN will role-model vigilance in ensuring the highest of quality care. This position is responsible for the oversight and strategic direction of nursing services in the following programs:

1. Community Mental Health Nursing
2. Acute Care Mental Health & Substance Use Nursing



### 3. Territorial Substance Use Medicine Program

Supporting the direct reports in their development of healthy teams through consultations, team building, and the development and organization of each of their program areas is an important function of this position. The TMMHSUN must provide a healthy, creative and supportive environment for staff by encouraging open dialogue, feedback mechanisms, and opportunities for input and staff recognition.

This position carries out its responsibilities in accordance with the Government of Northwest Territories' acts, regulations, policies, and departmental procedures that include the Health Information Act, the Public Service Act, Public Service Regulations, Mental Health and Addiction Services Act, Public Guardian Act, Mental Health Act, Human Resource Manual, Staffing Appeals Regulations and various other government policies. As well, the incumbent must work within the terms of any agreement reached with NWT unions. The position carries out its responsibilities in accordance with the Public Service Citizen-Centre Approach to provide services, including using the Citizen-Centre Service Improvement tools to continuously enhance service delivery.

#### **RESPONSIBILITIES**

#### **1. Ensures the adherence of the NTHSSA to Departmental legislation, standards, and procedures, and within this context, to develop, implement and evaluate operational policies and procedures ensuring quality services in the areas of Mental Health and Substance Use Nursing in all NTHSSA Regions, and in collaboration with the TCSA and HRHSS.**

- Implements and evaluates policies and procedures ensuring quality services in the areas of mental health and substance use medicine.
- Works closely with physician leadership to ensure medical needs of high-risk population are addressed through policy and procedure implementation. Ensures adherence of Regions to Departmental standards and legislation requirements.
- Develops operational policies and procedures for the successful implementation of the Territorial Substance Use Medicine program.
- Recommends policy and procedure changes to primary care and public health leadership to meet best practice standards.
- Ensures orientation and ongoing education is established for new, or updated policies, procedures, protocols, legislation and professional practices in collaboration with nurse educators, territorial and physician leadership.
- Ensures adherence to policies and procedures by all staff through the auditing process.
- Gathers/uses client experience feedback to inform program and service delivery and establishment of policies.

#### **2. Lead and promote consistent execution of mental health and substance use nursing services across the NWT by providing innovative leadership to primary care, acute care, public health and mental health teams.**



- Work collaboratively and communicate program priorities and goals with COOs, AMDs, Regional Managers, and Territorial Managers and Specialists.
- Work Collaboratively with the Polysubstance Working Group to meet strategic goals and priorities as they relate to the NWT.
- Lead the provision of safe, quality care to clients and families accessing mental health and substance use medicine programming.
- Implement evaluation mechanisms to determine program delivery effectiveness in meeting goals and objectives and conduct program evaluation and analyzes data.
- Monitor and evaluate services and quality with input from clients and families.
- Gather/use client experience feedback to inform program and service delivery, and the establishment of policies/approaches.
- Develop program indicator performance.
- Provide regular reporting and analytics to the DHS on outcomes and indicators.

**3. Ensures effective, efficient, integrated and quality of care and service delivery in the areas of mental health and substance use nursing services.**

- Develops a collaborative partnership with the Department of Health to ensure alignment of the NTHSSA and Departmental quality and safety initiatives.
- Analyzes community, regional and NWT wide trends and data to develop, recommend and implement new or improved services in accordance with best practices.
- Determine areas where service delivery can be customized or tailored to meet individual regional needs, in collaboration with Regional Managers, Chief Operating Officers, Area Medical Directors and the DHS.
- In collaboration with primary care, public health, community counselling, acute care and physician leadership develops and implements an integrated system of care to more effectively meet the needs of clients with episodic, complex and chronic mental health and substance use needs.
- Develops integrated pathways for mental health and substance use clients to access necessary care by the multidisciplinary team, ensuring quality outcomes and that medical and mental health needs are addressed.
- Recommends resource allocation to support effective and efficient delivery of services across the NWT.
- Takes a multidisciplinary team approach in communication and the coordination of services, prepares documentation, and develops program pathways to support resource allocation.
- Prepares finance proposals for the Director to support required program resources.
- Implements evaluation mechanisms to determine program delivery effectiveness in meeting goals and objective and conducts program evaluation and analyses data.
- Responsible for ensuring compliance with Accreditation Canada standards for mental health and substance use medicine programs.
- Provides opportunities for clients and families to identify improvements in their care and contribute to improved quality of care and safety.



- Provides quarterly reporting based on deliverables and outcomes in collaboration with the Director.
- 4. Coordinates the delivery of ongoing and innovative services to meet the territorial substance use needs of NWT residents.**
- Identifies, establishes and communicates standards, policies and procedures to the leadership team.
  - Provides clinical and subject matter expertise for staff and practitioners across the NWT.
  - Conducts regular meetings with territorial and regional leadership in areas of acute care, primary care, and public health.
  - Establish formal processes for sharing expertise and learning, including community of practices for the mental health and substance use nursing role.
  - Accountable for research and implementation of Territorial Substance Use Medicine program.
- 5. Advocates for practice environments that have the organization and resource allocations necessary for safe, competent, and ethical nursing care.**
- Provides coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
  - Collaborates with nurses, peers and other members of the health and social services (HSS) care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and staff.
  - Advocates for the dignity and respect of clients.
  - Promotes the autonomy and rights of patients and help them to express their health and health care needs and values to obtain appropriate information and services.
  - Safeguards the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the individual's permission or as legally required.
  - Reports to DHS any breach in standards of care.
  - Advocates for the client/family at the service-delivery level and at the policy-making level to foster the client/family decision-making, independence and growth and development.
  - Develops and submits proposals advocating for human resource allocations (both internal and external to the GNWT) necessary to maintain standards of care.
- 6. Prepares and monitors budgets for the incumbent's areas of responsibility that is included in Mental Health and Addiction Services.**
- Monitors service utilization and workloads in all areas on a regular basis and adjusts services and programs as priorities change to comply with the allocated budget, with the DHS approval.



- Ensures ongoing analysis of financial data to include monitoring program expenditures and providing variance explanations.
- Monitors the MHAS budget to ensure programs and services are delivered in an effective and cost-efficient manner.
- Implement and evaluate mechanisms, to determine program delivery effectiveness.
- Identifies the need for service delivery changes and determines the resources required under the guidance of the DHS.
- Prepares and develops proposals for presentation to the DHS for additional resources allocation.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent must manage competing priorities and adjust resource deployment to meet unexpected crises and external demands. The incumbent must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, and others. Responding to social crisis situation can occur at any time.

The incumbent is expected to travel approximately 25% of their time to NWT communities and other Territories and/or Provinces. Travel by road and aircraft occurs during all seasons when at times weather conditions are poor. Duty travel involves absences from the office and from home.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge/skills relating to program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of how to design and facilitate a change process.
- Knowledge of all areas of Mental Health and Addiction Services, including an in- depth knowledge of the theories of psychotherapy, addiction treatment, Diagnostic and Statistical Manual of Mental Disorders (DSM-5) diagnostics, dual diagnoses, crisis intervention, and assessment, as well as knowledge of, or the ability to acquire knowledge of the legislation,



policies, and procedures that govern the provision of mental health and addictions services in the GNWT.

- Knowledge in the development and implementation of effective mental health and substance use care, as well as in-depth experience providing community services.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of administrative policies and practices to territorial systems.
- Knowledgeable in CNA Nursing Code of Ethics and RNANTNU Standards.
- Knowledge/proficiency with word processing programs and spreadsheets.
- Skilled in total quality management or continuous quality improvement processes.
- Interpersonal skills including effective communication, coaching and motivation to ensure human resources performance is at optimal capacity and assist staff and stakeholders to accept change.
- 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 be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health & social services.
- Ability to work with small northern communities and with northern indigenous peoples.
- Ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- 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 in Nursing and 5 years of experience in a clinical setting including 1 year of management/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