



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Supervisor, Supportive Living	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-3389	Yellowknife	Mental Health and Community Wellness, HQ

## **PURPOSE OF THE POSITION**

The Supervisor, Supportive Living is responsible to research, recommend and coordinate client care and services as they relate to the residential supportive living and resources provided to all adults and youth transitioning to the adult program. The incumbent collaborates with Territorial and Regional leadership to ensure quality service is provided to clients and families accessing the in and out of territory supported living programs. The Supervisor, Supportive Living will help implement practice in the area of supported living in accordance with established standards, values and objectives of the NTHSSA.

## **SCOPE**

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ 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 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 health and social services staff.

While the Tłı̨chǫ 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.

Reporting directly to the Territorial Manager, Supportive Living the Supervisor, Supportive Living (Supervisor) will be called upon to address a variety of issues on a daily basis related to the complex case management of clients within the adult services program. Most clients being served by the program are experiencing complex social issues such as homelessness, mental health, addictions, involvement with the legal system FASD, etc. As the Supervisor for the program, the incumbent is also responsible for addressing client's complaints, providing briefing notes to the Director of Mental Health and Community Wellness (DMHCW), and providing advice and direction to other members of the larger health and social services system. The supervisor collaborates on a multi-departmental level with partners in Department of Justice, Department of Education, Culture and Employment (ECE), Non-Government Organizations (NGOs) and key stakeholders to ensure client needs are met in an integrated and collaborative approach. This position supervises direct reports from various communities across the NWT.

The supervisor is responsible to ensure that all decisions and services provided by the adult services program are made in accordance with NTHSSA policies and procedures.

The incumbent may reside anywhere in the Northwest Territories and may be required to travel both in and out of territory on a regular basis.

## **RESPONSIBILITIES**

### **1. Provide direct oversight and supervision to the adult services program through leadership, decision making and guidance to adult service staff.**

- Assess the variability of supportive living and resources within and outside of the NWT to determine areas in which to improve client care/service outcomes, quality, or efficiencies.
- Establish tools and processes for communicating and collaborating with regional staff.
- Support, coach and mentor others to succeed with changes occurring.
- Responsible for coordinating supportive living referrals for in and out of territory.
- Assess suitability of request, explore alternative measures and secure the best possible environment for the adults based on their needs.
- Support the transition of youth from Child Family Services (CFS) to the Adult Services programs, ensuring an integrated approach is achieved that supports the client needs.
- Responsible for the effective and efficient delivery of the Adult supportive living and programs in all NTHSSA Regions TSCA, and HRHSSA.
- Support, enhance and develop supportive living in the NWT.
- Monitoring repatriation plans and ensuring clients have effective permanency plans in place by providing oversight and support to ensure comprehensive case management.

### **2. Evaluate residential supportive living and resource client care/service excellence from a structure, process and outcomes framework. Ensure that individuals, families and communities where adult service programs are available receive quality support and services.**

- Select and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
  - Monitor outcomes related to leadership, practice, education and research.
  - Track key data, (i.e. serious incidents, presenting treatment needs, regional usage) to analyze and recommend strategies to assess emerging issues and minimize risk to client care and program outcomes.
  - Conduct annual program reviews for the purpose of evaluating service delivery, utilization of financial resources and ensure all services provided are in compliance with the applicable provincial legislation and licensing of each contractor.
  - Develop client outcome measures to evaluate the effectiveness of the program.
  - Develop client feedback process.
- 3. Champion collaboration among interdisciplinary teams and provide advanced comprehensive knowledge of the supported living programs available both in territory and out of territory offering expert advice and recommendations that are client and family centered. The supervisor works within the larger GNWT system to provide an integrated level of services.**
- Supervise and support the Adult Services Workers from each region/Authority.
  - Champion inter-professional collaboration among the interdisciplinary team to achieve optimal client care/service outcomes and effective integration of care.
  - Establish and maintain effective relationships with staff, and regional managers.
  - Collaborate with members of the larger support system to ensure clients' needs are met in an integrated approach, such as Justice, ECE, NGO's and stakeholders.
  - Work with the DMHCW to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expansions.
  - Participate on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
  - Advise the DMHCW of significant developments in residential supports and resources that could have implication for operations, including making recommendations for corrective actions.
  - Role model inter-professional relations for quality care and management practices.
- 4. Champion safety, quality care and evidence-based practice through the establishment and implementation of quality improvement plans and objectives.**
- Work with the Manager and Director to establish quality improvement plans and report on results.
  - Promote evidence-based models of care for residential placement and resources in the NWT.
  - Promote clinical/service and frontline management decisions that are client centered.
  - Promote management practices that support staff health, safety and well-being.
  - Create and support a professional learning environment to mobilize and enhance the clinical expertise of staff.

**5. Provide leadership and supervision to the Adult Service Worker staff working in communities across the territory, ensuring human resource (HR) needs are met in collaboration with the Manager, Supported Living.**

- Manage the day to day issues and ensure issues are resolved in a timely manner.
- Provide recommendations and make decisions around complex client care plans which could involve partners from a variety of programs such as ECE, Justice and NGO's.
- Lead and manage the day to day HR needs of the staff.
- Approve leave and entries in PeopleSoft.
- Ensure adequate coverage of leave to ensure service delivery is maintained
- Work with HR to ensure labour relation matters, work accommodations and performance issues are addressed in a timely manner.
- Ensure recruitment and staffing needs are maintained.
- Set objectives and complete performance appraisals; support educational needs.
- Identify knowledge and skill development needs of staff and support training goals.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

The incumbent works in a program where exposure to emotionally upsetting experiences will occur on a regular daily basis, and where vigilance is required to ensure awareness of surroundings and clientele. Exposure to information of trauma and dysfunction that may include stories of physical/sexual abuse, violence and trauma. Staff will seek support and guidance from the incumbent when resources have been exhausted and in the most complex of cases involving clients who are dealing with multiple complex social issues.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of program and case management.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Knowledge of administrative policies and practices to territorial systems.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.

- Knowledge of 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 partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and 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 quality management or continuous quality improvement processes.
- Skills relating to continuous quality improvement processes.
- Ability to understand and apply the principles of labour relations and processes.
- Knowledgeable of the NWT *Mental Health Act* and *Child and Family Services Act*.
- Skills relating to word processing programs and spreadsheets.

**Typically, the above qualifications would be attained by:**

A Baccalaureate degree in a health and social services discipline, and a minimum of three (3) years work-related experience in a health, or social services case management discipline.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- 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