



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Supervisor, Community Wellness	
Position Number	Community	Division/Region
48-5643	Inuvik	Mental Health and Addiction Services / Beaufort Delta

PURPOSE OF THE POSITION

The Regional Supervisor, Community Wellness provides leadership, direction, and supervision to Community Wellness programs in the region in a manner that is culturally safe and reflective of the values and practices of the community and region, and in accordance with program standards, and ethical guidelines. This includes programs delivered by the Northwest Territories Health and Social Services Authority Community Wellness Workers, as well as Community Wellness and family violence programs delivered via contribution agreements.

Services are provided in accordance with the cultural values of the community and region, the *Northwest Territories (NWT) Mental Health Act, Child and Family Services Act, Protection against Family Violence Act*, Mental Wellness and Addictions Recovery Action Plan, and the Northwest Territories Health and Social Services Authority standards and protocols of the Community Counselling Program. Services are intended to help improve the mental health and well-being of residents and their community.

SCOPE

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

While the Tłıchʔ 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 NWT. 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 Regional Manager of Community Wellness and Support Services, and as a key member of the Primary Community Care (PCC) and Community Wellness and Support Services (CWSS) Program teams within the Beaufort Delta region (BDR), the Regional Supervisor, Community Wellness (Supervisor) provides regional leadership in the Community Wellness envelope of the CWSS; while ensuring adherence to the standards and protocols of the NTHSSA Community Counselling Program. The Community Wellness envelope includes provision of supportive counselling; as well as community-based education, awareness, and prevention activities in the areas of mental health/wellness, substance use/misuse, and healthy families/family violence. The Supervisor must ensure all programs and services in these areas are delivered in a culturally relevant way, and supports the unique cultural identity of individuals and communities. This position provides education, information and supervision/consultation to employees who provide Community Wellness programming via a contribution agreement; acts as a resource to family violence shelters; and provides supervision, education, and leadership to NTHSSA Community Wellness Workers.

The Supervisor provides leadership in culturally relevant prevention and wellness activities in the region in the areas of mental health/wellness, substance use/misuse and healthy families including coordinating and overseeing Applied Suicide Intervention Skills and Mental Health First Aid trainings; coordinating and promoting various prevention weeks in the region such as National Addictions Awareness week, Suicide Prevention day, and Family Violence Awareness week.

The Supervisor takes the lead within the CWSS team in the area of wellness activities and initiatives and provides functional input to the Regional Clinical Supervisor of Community Counselling, Clinical Supervisor of Child & Youth Counsellor, Community Counsellors, and Child and Youth Counsellors in the areas of prevention, and wellness activities and initiatives. The Supervisor also advises on wise practices to service delivery within the region to align with the culture and values of the communities the CWSS provides services to.

The incumbent provides direct services in terms of prevention activities and supportive counselling in the communities in the BDR as required.

In addition to leading the provision of existing programs and services, the incumbent will modify existing programs to suit the realities of providing services in different communities



throughout the region; identify additional programs or services required due to local realities and research wise practices in other jurisdictions for possible inclusion within the BDR. They will collaborate with the CWSS Manager, other CWSS Supervisors, and/or other service providers as appropriate, on program development and service delivery.

The Supervisor is also responsible for contributing to strategic; long/short term planning for the CWSS, monitoring and evaluating programs and services, communicating with various groups and organizations. This position contributes to decisions regarding the allocation of funds for community-based addictions, mental health, and community wellness programs. There will be times when the Supervisor may be required to provide services to clients and the community at large during out-of-office hours, such as when crisis situations occur in the community.

The Supervisor must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents usually involve the loss of life through situations involving suicide, fires, accidents, etc.

As a result of providing supervision, education and leadership to staff living in isolated, Northern communities, the incumbent is required to travel on a regular basis on small planes and ice or winter roads when traveling to or from the different communities.

RESPONSIBILITIES

- 1. Provide regional leadership and expertise in the development and provision of culturally appropriate prevention, education, and wellness activities in the areas of mental health/wellness, substance use/misuse, and healthy families/family violence; ensuring adherence to evidence-based wise practices in program delivery models.**
 - Provide leadership and direction to communities, organizations, and NTHSSA CWSS staff on wise practices in the areas of education, prevention, and wellness programs.
 - Ensure education, awareness and prevention activities are culturally relevant and support the individual cultural identity of residents and communities in the region.
 - Collaborate with community organizations in developing and implementing culturally appropriate wellness activities in the areas of mental health/wellness, substance use/misuse, and healthy families.
 - Support communities and programs in coordinating education and awareness activities in the region through the provision of information, coordination, and planning for events such as National Addictions Awareness week, Family Violence Prevention Week, Suicide Awareness day, etc.
 - Support communities and community programs in tailoring their program and service delivery to ensure they are culturally relevant and meet the needs of the communities.



- Provides leadership and actively collaborates with the CWSS Manager and other CWSS Supervisors to modify and develop effective and culturally relevant wellness programming in the region.
- 2. Independently, and as part of the PCC Team and CWSS Team, ensure clients receive culturally relevant and appropriate services relative to their needs. In addition, the incumbent may be required to provide short-term backfill throughout the BDR.**
- Work collaboratively with the other CWSS Supervisors in coordinating culturally appropriate service delivery for clients in the region.
 - Has a working knowledge of other programs and services available in the region and supports community wellness staff in advocating on behalf of clients and assisting clients in navigating systems.
 - Develop effective working relationships with supervisors and managers of other programs such as Child, Family and Community Wellness; Nursing, Income Support, Probations, and Housing, in order to support staff in providing advocacy and with navigating systems.
 - Support Community Wellness staff in using a collaborative and integrated approach to working with clients.
 - Ensure appropriate referrals are made to Community Counsellors, Child and Youth Counsellors, Indigenous service providers, treatment programs, shelters, and other relevant resources.
 - Respond to requests for assistance in critical care situations (i.e., suicide) either in person or by phone.
 - Provide direct service to clients as required.
 - Research wise practices for mental health/wellness, substance use/misuse and healthy families awareness and prevention programs for implementation within the region.
 - Contribute to the evaluation, modification, and coordination of new and/or existing programs within the region to ensure community needs are being met.
- 3. Responsible for providing supervision and leadership, education, and direction to NTHSSA Community Wellness Workers to enhance their professional functioning. Much of the supervision is provided to staff located in remote communities by distance (i.e., telephone).**
- Provide ongoing individual and group supervision sessions related to supportive counselling and wellness activities.
 - Assist staff in examining aspects of their own behaviour, thoughts, or feelings that are impacted by work with clients, including barriers with their work with clients and communities.
 - Evaluate skill levels and cultural competency of Community Wellness staff to monitor and safeguard services for CWSS clients. This is a primary responsibility in ensuring



that harm is not done to clients, and it also provides CWSS staff with motivation to evolve, change, and grow.

- Develop clear and concrete approaches to supportive counselling and wellness activities tailored to the needs of clients, and communities taking into account the learning style, developmental level, and beliefs of Community Wellness staff, clients, and communities.
- Oversee CWSS documentation including case notes, file management, report writing, and referrals to treatment programs and other services by Community Wellness Workers.

4. Provide support to community-based wellness, healthy families, and homelessness programs offered via contribution agreements.

- Provide supervision/consultation, and mentorship to Community Wellness Workers employed via contribution agreements.
- Provide support and mentorship to Family Violence Shelters by collaborating on family violence/healthy families awareness activities and prevention activities; supporting the Shelter Directors in providing training to staff on basic counselling skills and family violence, as well as mentorship to Shelter Directors on family violence related issues.
- Ensure Family Violence Shelter Directors have access to wise practices information on supporting women and children who have experienced violence.
- Provide information on wise practices and ethical guidelines to Community Wellness Programs, Women's Shelters, and homeless shelters with regards to ethical issues.

5. Fulfill Human Resource duties of a Supervisor.

- Manage leave and attendance for NTHSSA Community Wellness Workers.
- Approve/deny staff requests for flexible work schedules based on factors such as staff and client safety, operational requirements, and service delivery.
- Work in collaboration with the CWSS Manager and other CWSS Supervisors to develop site specific safety procedures.
- Assist the CWSS Manager in recruitment as requested.
- Provide coverage for the other CWSS Supervisors as requested by the CWSS Manager.
- Act on behalf of the CWSS Manager as requested.
- Complete performance reviews for Community Wellness Workers.
- Perform applicable level of responsibility relating to disciplinary issues and grievances

WORKING CONDITIONS

Physical Demands

No unusual demands.



Environmental Conditions

No unusual conditions.

Sensory Demands

Sixty percent (60%) of the incumbent's day will be spent providing supervision, education, and leadership for Community Wellness Workers, the majority who are located in remote communities. The remoteness increases the sensory attention required, as much of the assessment will be done over the phone.

Mental Demands

There are considerable mental demands in providing clinical supervision and by the high-volume of work, interruptions, and the need to maintain tight and often conflicting deadlines.

In this profession there is some level of uncertainty in knowing what to expect while at work. People in crisis can be abusive to those trying to help, and the Supervisor occasionally works with clients that may present as dangerous and/or unpredictable. As a result, there is legitimate concern about the risk of verbal or physical assault.

The incumbent will be required to travel to the Beaufort Delta communities within the region several times annually. As a result, they can be out of their home community for up to 25-35% of the time.

The Supervisor may experience conflicting dual roles and ethical dilemmas that staff often finds themselves involved in dealing with friends, neighbors, relatives, or social acquaintances as well as individuals who have been involved in violence and/or abuse.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of cultural values, customs, and ideology of the Indigenous peoples of the NWT.
- Knowledge of the detrimental effects of colonization, especially the residential school system, and its impacts on Indigenous communities, families and individuals.
- Knowledge of the intergenerational impacts caused by the trauma of colonization on communities, families, and individuals.
- Knowledge of wise practices in prevention and therapeutic intervention options in the areas of mental health/wellness, substance use/misuse, and healthy families.
- Ability to oversee staff in applying wise practices with clients and communities in addressing risk factors for substance use/misuse, mental health/wellness, and healthy families.
- Skills in providing mental health/wellness, substance use/misuse, and healthy families intervention to people of all ages when necessary.



- Knowledge and understanding of the importance of cultural identity and empowerment in community and individual wellbeing.
- Knowledge of treatment options/resources and Indigenous based programming for people of all ages with addictions; knowledge of referral routes and care coordination in a cross-cultural environment.
- Knowledge of and ability to refer clients to community supports and connections to culture within and outside the region to ensure support for clients and their families (i.e., for individuals who require in-patient or alternative [such as psychiatric] assessment and care).
- Knowledge and understanding of the role of supervision in counselling programs.
- Knowledge of and/or the ability to demonstrate understanding and respect of the culture, traditions, community norms, and cultural values of the community and to participate in community development.
- Ability to relate to clients and families in a trauma-informed, culturally safe/anti-racist, empathetic, strengths-based, identity-affirming, and respectful manner.
- Interviewing, counselling and leadership skills including an ability to listen and have effective communication strategies for dealing with different groups of people in various crisis situations.
- Ability to plan, coordinate and deliver workshops and education sessions in the areas of mental health/wellness, substance use/misuse, and healthy families.
- Ability to build relationships with employees, clients, and communities from a range of cultural backgrounds; adapt information and education and ensure it is culturally relevant.
- Ability to acquire and apply knowledge of *NWT Mental Health Act*, *the Child and Family Services Act* and knowledge of other relevant NWT legislation.
- Ability to adhere to a professional code of ethics.
- Ability to prepare written documents, which are clear, concise, and easy to understand by all.
- Skills in relationship building and working collaboratively and cooperatively as an effective team member within diverse work groups and teams across the organization.
- Ability to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining client privacy and confidentiality.
- Effective oral and written communication skills.
- Effective interpersonal skills including problem-solving, decision-making, and facilitation.
- Cultural awareness, trustworthiness, cultural humility, self-awareness, and the ability to be self-reflective.
- Ability to operate a computer and use Microsoft software, internet, and email programs.
- Must be able to work flexible hours to meet the needs of the community, including some evenings and weekends.
- 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 diploma in the Social Sciences and three (3) years of relevant experience that also includes one (1) year of experience in supervising or leading a team in a Mental Health and Addictions setting.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

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: Inuvialuktun and/or Gwich'in and/or Inuinnaqtun