



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Community Wellness and Support Services	
Position Number	Community	Division/Region
48-5647	Inuvik	Mental Health and Addiction Services / Beaufort Delta

## PURPOSE OF THE POSITION

The Regional Manager, Community Wellness and Support Services will play a lead role in implementing the Northwest Territories Health and Social Services Authority strategic objectives for the consistent delivery of mental health and addiction care, family violence, Supported Living, Adult Services, and medical social work services within the Beaufort Delta Region. This position provides overall management of the following programs within the Beaufort Delta Region: Mental Health Services, Addiction Services, Community Wellness, Family Violence, Supported Living and Adult Services, and Medical Social Work. Services are provided in accordance with the *Northwest Territories (NWT) Mental Health Act, Child and Family Services Act, Protection against Family Violence Act, DHSS Continuing Care Standards, Mental Wellness and Addictions Recovery Action Plan, and the Northwest Territories Health and Social Services Authority standards and protocols of the Mental Health and Addictions Services, and the cultural values of the community. 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 (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (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. 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 Tłı̄chǫ 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.

Please note the term: “Community Wellness and Support Services” may be used interchangeably with “Mental Health and Addiction Services” throughout this document.

The Regional Manager of Community Wellness and Support Services (RMCWSS) reports to the Beaufort Delta Chief Operating Officer (COO), and will develop, implement, monitor, and provide reporting on the delivery of mental health and addictions, family violence, Supported Living and Adult services, and medical social work services within the Beaufort Delta region (BDR). The job holder works closely with their COO and with the NTHSSA Territorial Manager supporting these program areas, to ensure that patient/client/service user needs are being supported and addressed within their regional catchment area; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. They will also contribute to the development of the program areas across the territory through their participation on cross-territory initiatives and projects.

The RMCWSS is located in Inuvik, in the BDR and is responsible for the overall daily management of Beaufort Delta Community Wellness and Support Services (CWSS), family violence, medical social work programs, Supported Living (SL) and Adult Services, and an annual operating budget of \$3.2M. Direct reports include the following positions: Administrative Assistant, Regional Supervisor of Community Wellness, Regional Clinical Supervisor of Mental Health and Addictions, Regional Clinical Supervisor of Community Counselling, the Medical Social Worker, and the Case Manager, Supported Living and Adult Services. The incumbent provides support and operational direction to a multi-disciplinary work force and through recruitment and retention efforts, ensures adequate staffing for the provision of clinically safe, competent, and culturally appropriate CWSS and SL services to clients in the BDR communities. There are eight communities in the BDR and two distinct land claims groups. The incumbent is responsible for recruiting, hiring, and managing a skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets. This requires effective research, analyzing, and problem solving to be facilitated to ensure decisions align with the NTHSSA's practices as well as best practice guidelines, and to ensure effective use of funding.

The RMCWSS will be expected to be available after hours for emergency calls relating to mental health, addictions, and community wellness issues. This can occur throughout the week, including nights and weekends.



## **RESPONSIBILITIES**

### **1. Provide leadership, direction, and professional expertise in the delivery of quality-based and culturally appropriate Mental Health and Addiction, Community Wellness, Family Violence, Supported Living and Adult Services, and Medical Social Work Services within the BDR of the NTHSSA.**

- Provide leadership to regional staff and programs to ensure that all mental health and addiction, community wellness, family violence, medical social work, Supported Living, and Adult Services clients served by the BDR receive equitable, efficient, culturally informed, appropriate, accessible, timely and safe mental health and addiction, family violence, medical social work services.
- Identify current and future delivery requirements in CWSS through consistent territory-wide program development.
- Advise and inform the regional COO with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or wellbeing of CWSS clients/patients and/or staff, and the integrity of the BDR and of the NTHSSA.
- Work collaboratively with the Regional Manager of Acute Care services and the Area Medical Director to ensure client centered case management, mental health and addictions assessments, social work and counselling services, Supported Living assessments are provided for inpatients of the Inuvik Regional Hospital (IRH).
- Provide Regional leadership, expertise, and mentorship in the areas of mental health and addictions, family violence, and Supported Living and Adult services leading a regional mental health quality team.
- Recommend strategic initiatives and identifies opportunities to sustain or improve the CWSS delivery, for review and consideration by the NTHSSA.
- Lead the development of and implement a CWSS work plan for the region that aligns with the NTHSSA strategic direction policies, and procedural guidelines for Mental Health & Addiction Services and Supported Living and Adult services.
- Work collaboratively with the NTHSSA leadership and contribute to the development and implementation of performance indicators, measures for improvement, and report on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborate with the Territorial Manager, Mental Health and Community Wellness to develop regional procedures for Community Wellness and Support Services program areas.
- Collaborate with the Territorial Manager, Supported Living to develop regional procedures for Supported Living and Adult Services program areas.
- Work collaboratively to implement an integrated system of primary and community health and social care services to more effectively meet the needs of clients with chronic mental health, substance use conditions, cognitive deficits, and intellectual disabilities.
- Collaborate with Regional Managers within related disciplines in the NTHSSA, the TCSA and the HRHSSA, to ensure a quality mental health and addictions care program that is delivered consistently across regions and jurisdictions.
- Support the provision of regional psychiatric, supported living, and counselling services,



which may include virtual based services including Psychiatric consult and counselling services to bridge geographical disparities and improve access to psychiatric care, supported living care and services, and counselling services.

- In collaboration with the Territorial Manager, Mental Health and Community Wellness implement an Integrated Care Pathway for mental health and addictions care. (An Integrated Care Pathway is a multi-disciplinary plan of care that blends patient/ client needs, quality outcomes, and controlled costs, with predetermined standards of care using a process based on sound literature review).
  - Work collaboratively with the Regional/Territorial Quality and Client Experience Team, Territorial Manager of Mental Health and Community Wellness, Indigenous partners, and communities in the BDR to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
  - Communicate standards, policies and procedures for mental health and addiction services and programs as they relate to the Accreditation Canada process.
  - Work collaboratively with the Regional/Territorial Quality and Client Experience Team and Territorial Manager, Mental Health and Community Wellness to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
  - Implement team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
  - Report work plan process to the COO, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Mental Health and Community Wellness.
  - Gather data and information to track program indicators set by the NTHSSA leadership team.
  - Collaborate with the, Territorial Manager, Supported Living to identify areas of challenges and improvements that can be made in the Supported Living and Adult Services delivery of support and services in the BDR.
  - Promote clients' and families' involvement in planning and service design, as well as quality and safety issues at the organizational level, including quality improvement and client safety activities.
  - Foster respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Support mutually beneficial partnerships between clients, families, and HSS providers.
- 2. Lead and manage the logistics of regional mental health and addiction, community wellness, family violence, Supported Living and Adult Services service delivery, including but not limited to the management and support of staff, and the management of capital resources, management of contracts and contribution agreements required to meet regional operational needs.**
- Provide guidance, direction, and exemplary leadership to the Regional CWSS and SL staff.
  - Effectively and efficiently manage a budget, human and capital resources in order to facilitate successful CWSS and SL delivery in the BDR. Variance reporting as required.
  - Draft briefing notes, information items, Ministerial responses and other forms of



communications and correspondence.

- Contribute to the preparation of Decision Papers, Financial Management Board (FMB) submissions and other central agency requirements.
- Manage the mental health and addictions, community wellness and family violence, homeless, supported living and adult services within the allocated resources and in accordance with Territorial Acts and Regulations, NTHSSA Policies and procedures, and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborate with Regional Managers and any relevant dyadic leadership counterparts of the BDR to ensure safe, effective, and efficient coordination of mental health, addiction, and supported living services to clients and patients.
- Participate in regular meetings with the Territorial Manager, Mental Health and Community Wellness, and the Territorial Manager, Supported Living to plan programming and models of care delivery.
- Post, negotiate and manage contribution and contracts agreements with regional NGOs as it relates to Mental Health and Addictions, Community Wellness, Family Violence, Homelessness, and Supported Living portfolios.
- Work closely with service providers and NTHSSA finance staff to support, oversee and manage Family Violence, Community Wellness, regional Homelessness, and Supported Living contracts and contribution agreements, and ensuring proposals are reflective of services requested and payment schedules are followed, and service providers are fulfilling the terms of their agreements, and meeting reporting requirements.
- Ensure programs delivered through contribution agreements follow GNWT and NTHSSA policies, guidelines, and standards.
- Provide mentorship and support to contribution agreement recipients.
- Travel to communities within BDR and/or NWT to engage with community leadership, Indigenous partners, other service providers, etc., to build relationships; and to conduct audits as required.
- Communicate program goals and activities to all required parties; provide direction and guidance to staff involved in programs and services.
- Lead the recruitment, placement, and orientation of staff, and contribute to the development of strategies for staff retention.
- Support the educational needs of all staff via virtual means, conferences, workshops, distance education programs and clinical practicums.
- Conduct employee performance evaluations.
- Develop and monitor employee performance improvement plans.
- Coordinate and monitor the distribution of workload among CWSS and SL staff.
- Work closely with the Regional Manager of Child and Family Services to ensure the Administrative Assistant is meeting the needs of all Social program staff.
- The incumbent may be expected to be on stand-by on a rotating basis with other Supervisors for emergency consultation and approval to front line CWSS staffs.

### **3. Lead, manage and supervise CWSS and SL delivery in response to regional and local**



**client/family and community needs.**

- Collaborate with other community-based and departmental service providers in the BDR to ensure coordinated and seamless service provision of mental health, addictions, and supported living and adult services programming.
- Through ongoing dialogue with community organizations, community leadership and Indigenous groups; ensure mental health, addiction and family violence programming is responsive to community needs, culturally appropriate, and support individual and community empowerment and engagement.
- Provide leadership and demonstrate best practice methodology to Regional CWSS and SL staff. Provide regularly scheduled and professionally competent supervision to direct reports with regards to their mental health and addictions case load, as well as participate in case conferences on complex or contentious cases.
- Identify training needs for CWSS and SL staff and other program community resources and work in collaboration with the NTHSSA Mental Health and Community Wellness and Territorial Continuing Care Divisions.
- Identify the need for further treatment and assessment resources and work in collaboration with other service providers to coordinate client referrals to appropriate resources.
- Ensure CWSS and SL client files (s) are maintained according to professional standards.
- Develop and monitor outcome measures to assess clinical efficacy of mental health, addictions, and supported living and adult services interventions, at the individual, family, and community levels.
- Review Mental Health and Addictions and Wellness, and Supported Living and Adult Services research and best practices to provide a basis for clear direction in the development of prevention, intervention, and post-intervention programming.
- Provide training, orientation, and information to staff, community agencies, and other professions on Mental Health, Addictions, Community Wellness, Supported Living, and Adult Services, in accordance with the applicable Acts, manuals, and program policies, procedures, standards, and practices.
- Participate on various committees to help ensure the provision of quality services and coordination of services on local and regional levels.
- May be required to provide coverage for the Chief Operating Officer (Acting/COO), and to represent the NTHSSA BDR in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.
- Manage the CWSS and SL teams to ensure alignment with NTHSSA and GNWT human resource (HR) policies and guidelines.
- Handle first level grievances in coordination with HR and UNW.
- Lead meetings with the UNW local representatives as the need arises and/ or on a regular basis to discuss issues/concerns and work together to resolve same.
- Collaborate with HR to assist staff with accommodation plans and progress.
- Provide effective and timely performance feedback, mentoring and coaching.

**4. Workplace Health and Safety: Employees of the Authority are committed to creating**



**and maintaining a safe and respectful workplace for employees and patients / clients.  
Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a personal/professional responsibility to perform their duties to health and safety regulations, standards, practices, and procedures.
- All stakeholders (management, staff, UNW, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in risk management/incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

The RMCWSS may experience a lack of control over staffing issues (turnover and availability) and fluctuating levels of skills and abilities.

The job holder will be required to travel regularly on small planes and ice/winter roads and through adverse road and weather conditions when traveling to or from the different communities in the BDR.

The RMCWSS 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.



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge in the development and implementation of effective and culturally appropriate mental health care, addictions, family services, and supported living, as well as in-depth skills overseeing the provision of community services.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health and social services.
- Ability to make sound decisions and develop and implement mental health, addictions, supported living, and adult services related programming.
- Knowledge of Mental Health and Addiction Services, including knowledge of the processes of addiction treatment, counselling, and crisis intervention.
- Knowledge of and/or the ability to acquire and apply awareness of the history of colonization, residential school experiences, inter-generational trauma, and trauma informed care.
- Knowledge of and/or the ability to be informed, and apply understanding of the culture, traditions, community demographics, and cultural values of the Indigenous peoples in the community.
- Knowledge and/or the ability to acquire knowledge of GNWT legislation, policies, and procedures that govern the provision of mental health, addictions, supported living, and adult services in the NWT.
- Knowledge of 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 and the ability to build and work with groups and teams, planning and implementing change, skilled in group dynamics and conflict resolution.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.
- Effective written, oral, and other communication skills including listening, observing, identifying, and reporting in a cross-cultural setting.
- Organizational and time management skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Cultural awareness, trustworthiness, cultural humility, self-awareness, and the ability to be self-reflective.
- Skills relating to total quality management or continuous quality improvement processes.
- Demonstrates skills with computer programs including Microsoft software, internet, and email programs.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining client privacy and confidentiality.
- Willingness to work flexible hours to meet the needs of the community.
- 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.



- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- 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 Bachelor's degree in social sciences and five (5) years of relevant counselling and/or Mental Health and Addictions experience; and one (1) year of leadership/management experience 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