



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Manager, Indigenous Wellness	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-5927	Yellowknife	Indigenous Wellness/Stanton Territorial Hospital

## **PURPOSE OF THE POSITION**

The Manager, Indigenous Wellness (Manager) coordinates the delivery of Indigenous cultural programming as well as interpretation services offered by the Indigenous Wellness Program. The Manager ensures that quality standards of patient care are met in accordance with the Northwest Territories Health and Social Service Authority's mission and values; strict confidentiality protocol, departmental policies and procedures while ensuring the objectives of the Indigenous Wellness Program are met. The Manager ensures that patients and families have access to the support they need while in hospital and helps to ensure that Stanton Territorial Hospital (STH) creates a culturally responsive hospital environment for patients/residents and their families.

## **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 Tłı̄ch̄o 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 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 Tłı̄ch̄o 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.

STH is an accredited facility, located in Yellowknife, Northwest Territories (NWT). Stanton 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.

STH includes the territorial hospital inpatient units along with two outpatient clinics, one located within STH and the Stanton Eye Clinic located off-site; STH provides inpatient and outpatient Indigenous Wellness Services, and may provide liaison services for patients and families, in their interaction with other health and social services community agencies in Yellowknife on an as needed basis, depending on capacity. One of the main objectives is to enhance communication for Indigenous patients and families, and to provide them with culturally appropriate support. Indigenous peoples comprise 51% of the population in the NWT and constitute a significant proportion of patients receiving inpatient and outpatient care at STH and who live in the ECU.

Reporting to the Director Outpatient, Specialty, Support Services, the Manager, coordinates cultural programming and interpretation services through program development, facilitation, and review. The Manager is actively involved in program delivery and is responsible for scheduling program staff, ensuring that patients and families have access to appropriate cultural activities and facilitates the coordination of indigenous interpretation services. The Manager directly manages six full-time employees in addition to up to 21 relief patient liaison staff. The Manager also works in collaboration with the Resident Elder position at STH.

The Indigenous Wellness Services holds an annual operating budget of approximately \$675,000. The incumbent manages all the staff in the Indigenous Wellness Program. The Manager is responsible for recruiting, hiring, managing, and providing operational direction to Indigenous Wellness Program employees, and through recruitment and retention efforts ensures adequate staffing for the provision Indigenous cultural programming as well as interpretation services to clients from the NWT and the Kitikmeot Region of Nunavut. The incumbent is responsible to oversee the client/patient experience and to ensure all services are delivered based on a patient and family centered care model. 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.

Frequently, Indigenous patients coming to STH from small communities have difficulty navigating their care due to differences in language, communication, and culture. The Manager ensures that STH and ECU meet the cultural needs of patients and their families by supporting staff to engage in the patient care plan and ensuring that the patient's wellbeing and cultural safety needs are met.



## **RESPONSIBILITIES**

### **1. Develops, coordinates, facilitates, and reviews Indigenous Cultural Programming and Interpretation Services at STH.**

- Develops, facilitates, monitors, and assists with the delivery of cultural programming services provided at STH, including traditional foods.
- Facilitates the ongoing development and improvements in the Indigenous Wellness Program.
- Collaborates with NTHSSA and community partners towards a shared model of service delivery.
- Works with frontline professionals, community partners, patients, and cultural liaison staff to identify barriers that patients and their families experience and assist in developing solutions.
- Assists STH Food Services providers in developing regularly served Northern Foods menu option.
- Collects and analyzes program statistics and assignments.
- Identifies patient and family expectations and satisfaction, through discussion with patients and/or families.
- Identifies organizational learning needs.
- Contributes to the development of cultural awareness education for STH.
- Contributes to the development of policies, procedures and guidelines for STH and ensures that Indigenous cultures are considered.
- Maintains appropriate confidentiality and privacy for patients and their families, in accordance with NTHSSA requirements.
- Actively assists patients and/or families, healthcare providers in the selection of Indigenous Wellness program services and their participation in these services.
- Provides programming coordination.
- Monitors monthly program statistics and assignments, reviews and makes changes to the program as necessary.
- Develops educational components and assists in the creation of program material (brochures, orientation, communication, etc.).
- Maintains relationships with community partners, NGO's and boarding homes for continued collaboration.

### **2. Provides direct management to the Indigenous Wellness Team and ensures effective service delivery, including management of human resources consistent with GNWT Human Resources policies, procedures, best practice and employment agreements, to support and enable staff to work collaboratively as a team to provide care and service.**

- Provides leadership, direction, and support to the Indigenous wellness program by reviewing workload, monitoring activities, and mentoring new staff.



- Participates in the hiring of cultural programming staff.
- Approves leave requests and time in Peoplesoft.
- Completes performance appraisals for staff.
- Provides scheduling coordination.
- Assists in the review of staff education and mandatory certifications.
- Maintains a list of qualified relief interpreters for use after hours.
- Provides effective and timely feedback to staff.
- Completes E-Performance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Addresses performance issues in a timely manner and in accordance with GNWT Labour Relations practices in collaboration with Human Resources (HR).
- Manages first level grievances in coordination with HR.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Recruits, selects and hires direct reports in collaboration with Human Resources.

**3. 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 professional and personal 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 (WSSC)) 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 Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

Work in a Hospital environment with patients and may be exposed to infectious diseases. Incumbents may be exposed to smoke during Traditional Cultural Activities (Feed the Fire,



Smudging etc.)

### **Sensory Demands**

During the interpretive role the incumbent will hearing and visual senses simultaneously to ensure the full meaning is conveyed; capture feelings, and note all cues presented by the patient and/or family member(s).

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of culture, traditions, social history, and economic conditions of Indigenous peoples in the Northwest Territories.
- Knowledge of word processing, spreadsheet use and email.
- Knowledge of the *NWT Official Languages Act*.
- Ability to display self-control.
- Ability to be flexible and adaptable.
- Ability to persist, which may mean taking two or more steps to overcome obstacles.
- Ability to analyze problems and sort in order of importance.
- Skills in listening, understanding, and responding.
- Client service orientation.
- Ability to participate willingly and support team decisions.
- Ability to give specific positive or mixed feedback for developmental purposes. This includes giving negative feedback in behavioural rather than personal terms and expressing positive expectations for future performance.
- Ability to demonstrate an understanding of patient safety principles and practices into all day-to-day activities.
- Skilled in following all safe work practices and procedures and immediately communicating any activity or action which may constitute a risk to patient safety.
- Ability to promote the autonomy of patients and help them to express their health needs and values to obtain appropriate information and services.
- Understanding of confidentiality requirements.
- 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 high school diploma and a medical terminology course; five (5) years' experience delivering Indigenous cultural programming within a healthcare context, including



two (2) years' supervisory experience, and providing interpretive services between fluent spoken English and one of the recognized Indigenous languages of the NWT.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

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

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal 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:** Indigenous Language - Not Specified

- Required
- Preferred