



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Wellness Worker	
Position Number	Community	Division/Region
48-90059	Fort McPherson	Community Wellness / Beaufort Delta

PURPOSE OF THE POSITION

The Community Wellness Worker is responsible for delivering relevant education, culturally appropriate counselling services, and health promotion and prevention activities to the community to ensure that the delivery of mental health and addictions services is done in a manner that is culturally safe and reflective of the values and practices of the community and region.

As the first point of contact for clients to access support services, the Community Wellness Worker provides individuals and families with supports in the areas of substance use/misuse, mental health/wellness, healthy families/family violence and cultural awareness within the scope of community-based service delivery and counselling.

The Community Wellness Worker ensures that mental health and addictions 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.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the NWT, with the exception of Hay River and Tłıchǫ 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 health and social services staff.

While the Tłı̨chǫ Community Services Agency will operate under a separate board and Hay River Health and Social Services Agency 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.

The Community Wellness Worker is located in Fort McPherson and reports to the Regional Supervisor of Community Wellness. As a key member of the Primary Community Care (PCC) and regional Community Wellness and Support Services (CWSS) teams, the Community Wellness Worker acts as the first point of contact for clients to access support services and provides culturally relevant and appropriate education, screening, intake, assessment, counselling, planning, referral, and aftercare related to cultural identity, mental health/wellness, substance use/misuse, and healthy families/family violence within the Beaufort Delta region (BDR).

The Community Wellness Worker provides advice, consultation, information and resources to staff and management on cultural knowledge, and Indigenous based models of care. The Community Wellness Workers provide culturally appropriate counselling to client groups within the Stepped Care 2.0 approach to service delivery while adhering to the standards and protocols of the NTHSSA Community Counselling Program. Stepped Care 2.0 is a responsive, person and family-centered, culturally safe approach to supporting those experiencing a spectrum of mental health and /or addictions concerns that has been endorsed as the approach used by the Community Counselling Program across the Territory. Several key components of Stepped Care 2.0 include: same day and drop-in sessions to increase access to services and supports, one-at-a-time sessions, trying different steps of care to meet the person's unique and changing needs, and providing responsive care to a person's presenting concerns.

The Community Wellness Worker provides culturally relevant and appropriate education, screening, intake, assessment, counselling, planning, referral, and aftercare services related to cultural identity, mental health/wellness, substance use/misuse, and healthy families/family violence to a diverse population of elders, adults, adolescents, and families.

The Community Wellness Worker also works collaboratively, and in partnership with other social and medical professionals, as well as community groups, organizations, professionals, and stakeholders outside of the health and social services system within the region, including Indigenous leaders, Community Counsellors, Child and Youth Counsellors, Community Health Representatives, staff from Indigenous organizations, Royal Canadian Mounted Police (RCMP), Social Workers, Justice and Education Departments, etc. to promote wellness to residents of the Beaufort Delta Region.



The incumbent may be called upon outside of work hours when a traumatic event occurs within the community or to an individual. The responsibilities of this position may necessitate some on-call duty and flexible work schedules.

RESPONSIBILITIES

1. Provides clients and families with culturally appropriate counselling services and Indigenous based programs in the areas of substance use/misuse, mental health/wellness and healthy families/family violence.

- Acts as the first point of contact for clients to access support services.
- Ensures that client needs are met through culturally relevant and appropriate education, screening, intake, assessment, counselling, planning, referral, and aftercare related to cultural identity, mental health/wellness, substance use/misuse, and healthy families/family violence within the BDR.
- Provide culturally appropriate counselling to client groups within the Stepped Care 2.0 approach to service delivery (including going out on the land, Indigenous models of care, home visits).
- Lead, coordinate and facilitate the delivery of Indigenous models of care which provides clients with the opportunity to further develop their understanding of Indigenous and cultural identity and knowledge.
- Assessing client needs and supporting client decisions for the need for connection to applicable prevention, education or other additional resources related to mental health/wellness, substance use/misuse, or healthy families while following protocols of the CWSS.
- Use a team approach to ensure clients are connected to the best resource(s) to meet their need especially during times of crisis and trauma.
- Provide aftercare and follow-up support for clients including but not limited to small group and individual education, counselling, supporting on-the-land opportunities and connection to self-help resources.
- Provides advice/consultation, information and resources to staff and management on cultural knowledge, and Indigenous based models of care.

2. Leads in the delivery of culturally relevant education, awareness, wellness promotion, and prevention programs and activities in the areas of cultural awareness, mental health/wellness, substance use/misuse, and healthy families/family violence (i.e., going out on the land) through collaboration with community service providers and organizations. As one of the primary providers of CWSS within the BDR, the CWW is an important consultant and educator of the CWSS and PCC Teams to wise approaches to the delivery of culturally relevant mental health/wellness, substance use/misuse, and healthy families/family violence.



- Facilitate opportunities for individuals and groups of all ages with the opportunity to explore their unique cultural identity.
- Provide information on substance use/misuse, mental health/wellness and healthy families through presentations, informational workshops, and resource materials.
- Provide guidance and consultation to the CWSS and PCC staff on wise approaches to the delivery of culturally relevant mental health/wellness, substance use/misuse, and healthy families services within the community they are delivering service in and act as a key resource to the CWSS and PCC teams in terms of cultural knowledge. Leadership in delivering activities and groups grounded in Indigenous cultural knowledge, values, and models of care/healing.
- Support and guide individuals, families and communities in understanding and valuing their unique cultural identity.
- Collaborate with community service providers and organizations, specifically Indigenous organizations, in the delivery of programs and services that are grounded in Indigenous values and healing, and require specific cultural knowledge and skills i.e. going out on the land, healing groups for men, sharing/healing circles, beading, etc.
- Keep the public and community agencies informed of programs, services, and pathways for service in non-crisis and crisis situations, for substance use/misuse, mental health/wellness, and healthy families.
- Work in partnership with the Community Counsellors in providing education sessions.
- Take on a leadership role as a part of regular community interagency meetings.
- Advocate for public understanding and awareness of substance use/misuse, mental health/wellness, and healthy families.

3. Provide comprehensive and culturally relevant mental health/wellness, substance use/misuse, and healthy families/family violence care coordination services; independently, with other members of the CWSS team and as part of the PCC Team.

- Develop collaborative working relationships with other staff, Elders, and community agencies to ensure coordination of services.
- Collaborate in care coordination for CWSS clients, which may include the PCC Team in service planning for their clients.
- Conduct care coordination/planning involving necessary professionals/cultural supports/services on a regular basis to connect individuals and families to their culture and community supports.
- Seek cultural knowledge wise practice initiatives and continually build a cultural knowledge base by fostering relationships with community knowledge keepers, Elders, and community organizations.
- Provide leadership and advocacy with clients in working with other agencies.
- Lead care coordination meetings to facilitate follow-up support following treatment or hospitalization.



- Complete documentation, clinical notes, referral letters, and other documentation as required in the format set out by the NTHSSA standards and protocols of the Community Counselling Program.
- 4. Conducts suicide risk assessments and provides recommendations and referrals regarding care.**
- Complete screening, risk assessment, and safety planning for suicide, violence, and other abuses (i.e., physical, emotional, sexual, etc.).
 - Prioritize and identify community and regional resources for each client in crisis.
 - Make referrals where required.
- 5. In collaboration with NTHSSA CWSS management team, leads the implementation of, and update of a mental health and addiction crisis response plan for the community.**
- Plays a key role in the creation of a crisis response plan in collaboration with NTHSSA CWSS management team. Lead the implementation of a mental health and addiction crisis response plan for the community.
 - Collaborate with community service providers and organizations in operationalizing the mental health and addiction crisis response plan when necessary, while ensuring alignment with the NTHSSA standards and protocols of the Community Counselling Program.
 - Update and maintain current, the mental health and addiction crisis response plan for the community.

WORKING CONDITIONS

Physical Demands

Home visits and community-based presentations (50% of the time) will require the incumbent to carry 5-15 lbs. of presentation supplies and aids to the location of the presentations in all climactic conditions (private homes, schools, health centre). The incumbent may be expected to walk to the sites on a daily basis.

Environmental Conditions

The incumbent will spend 50% of their day in client homes or in public locations with potential exposure to cigarette smoke, and/or pets. There is exposure to a variety of weather conditions when moving between the office and locations for public presentations and home visits.



Sensory Demands

The incumbent will spend approximately 70% of the day providing direct client care, either within their office setting or within client homes or public venues. The incumbent will be required to use combined senses of sight, smell and hearing during assessment and provision of care.

Mental Demands

In this profession there is some level of uncertainty in knowing what to expect while at work, and people in crisis can be abusive to those trying to help. The incumbent may be exposed to, or experience highly emotional situations, such as suicides, as well as competing urgent priorities. As a counsellor providing mental health and addiction counselling services, the incumbent may experience vicarious traumatization as a result of hearing clients' traumatic stories (i.e., abuse, intergenerational trauma, loss of culture, residential schools). The Community Wellness Worker occasionally works with mandated clients (probation, social services), and others that may present as a risk.

The Community Wellness Worker will be providing services to clients, some of whom may be abusive, individuals under the influence of drugs and/or alcohol, and accompanied by RCMP escorts. These incidents may occur while the incumbent is on duty, as well as when off-duty. The incumbent may have contact with friends, neighbours, relatives, or social acquaintances who are receiving services on a day-to-day basis in the community as well as at work.

The incumbent may be required to travel on small planes and roads when travelling to provide service to other communities in the region in all seasons. They may also travel locally to deliver on-the-land programs, which would require using snowmobiles, boats, ATVs etc.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of cultural values, customs, and ideology of the Indigenous peoples of the Beaufort Delta Region.
- 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 physical, psychological, and social effects of substance use/misuse, mental health / mental health disorders and healthy families.
- Demonstrates ability to adhere to a professional code of ethics.
- Knowledge of and ability to apply wise practices in the management of risk factors for substance use/misuse, mental health/mental health disorders and healthy families.
- Knowledge of and ability to refer clients to community supports, connections to culture,



and healthcare resources 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 of mental health and addiction treatment options and Indigenous based programming for people of all ages.
- Knowledge of and ability to demonstrate understanding and respect of the culture, traditions, community norms, and cultural values of the community.
- Ability to relate to clients and families in a trauma-informed, culturally safe/anti-racist, empathetic, strengths-based, identity-affirming, and respectful manner.
- Ability to perform health promotion activities in the area of mental health/wellness, substance use/misuse, and healthy families and have knowledge of its impact on physical, mental, spiritual, and emotional health.
- Ability to facilitate individual and group learning using a client-centered approach.
- 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 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.
- 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:

Diploma in the Social Sciences field with a minimum of one (1) year of experience in the delivery of mental health, addictions, and wellness services, and awareness of cultural diversity, specifically, Northern Indigenous values and practices.

Or

Lived experience in the Northwest Territories (NWT) for a minimum of three (3) years. Lived experience is defined as:



- direct knowledge and understanding of living in a community within the NWT, preferably within the Beaufort Delta Region
- direct knowledge and understanding of wellness programs and services within a NWT community and/or within the Beaufort Delta Region through direct experience
- active in and supportive of community activities and events
- active in and supportive of cultural activities
- practicing a healthy lifestyle which is based on cultural understanding and practices
- Indigenous cultural knowledge and understanding of healing grounded in Indigenous values and practices

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: Gwich'in

- Required
- Preferred