



IDENTIFICATION

Department	Position Title	
Health and Social Services	Director, Cultural Safety and Anti-Racism	
Position Number	Community	Division/Region
49 - 16348	Yellowknife	Cultural Safety and Anti-Racism

PURPOSE OF THE POSITION

The Director, Cultural Safety and Anti-Racism (Director) is responsible for the establishment and oversight of the NWT Health and Social Services system's (HSS system) approach to embed cultural safety and anti-racism within the overall HSS system to improve Indigenous health and wellness outcomes, access to NWT health and social services, and client experience for NWT residents.

The position identifies strategic priorities, leads project development, and provides change management leadership, specialized expertise, guidance, and support to the HSS system to address Indigenous-specific racism across the continuum of HSS service delivery and within program and policy development. The Director establishes territory-wide programs, including standards, policies, procedures, and education to advance cultural safety, anti-racism, and reconciliation.

The Director provides cultural safety and anti-racism leadership to support GNWT wide anti-racism and systemic discrimination efforts, working closely with senior officials, staff, and representatives from various Government of the Northwest Territories (GNWT) Departments, Indigenous Governments, education bodies and educators, non-government agencies, as well as the general public to ensure a consistent and coordinated approach and culturally safe solutions

SCOPE

The HSS system in the NWT oversees the provision of a comprehensive range of services to a population of 45,493 people, including 20,035 Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of approximately 1,400 health and social services staff working in the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Authority (NTHSSA), Tłı̨chǫ Community Services Agency, and Hay River Health and Social Services Authority. The NWT



HSS system has the second highest per capita expenditures in Canada, with a complex legislative landscape and multiple Federal funding arrangements to navigate. Efforts to support improved population wellness across multiple systems are faced with growing pressures, including rising costs and budgetary constraints, stretched human resources, and rising population needs and expectations. Indigenous peoples face more health disparities than other groups due to historical and social factors that create barriers to health care access. Addressing these barriers requires new and innovative ways of working, grounded in Indigenous health priorities and a focus on supporting Indigenous self-determination in health.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism and systemic racism impact access to services, quality of care, and health outcomes for Indigenous peoples. Systemic racism also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing and eliminating anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble to develop and maintain ongoing and trusting relationships.

Systemic racism is the manifestation of racism within organizations like governments, where racist ideas become part of policies and practices. In Canada, there is increasing awareness of systemic racism in health and social services, especially against Indigenous people. In the NWT, the HSS system is focusing on cultural safety and anti-racism to address this problem through the 2016 commitment to action document, "Building a Culturally Respectful Health and Social Services System" and the 2019 document, "Cultural Safety Action Plan". Cultural safety means Indigenous people feel safe and respected, free of racism and discrimination, when using health and social services. To achieve cultural safety, anti-racism and relationship-based care - which is a way to build strong relationships between clients and providers - are necessary.

The Director is based in Yellowknife and reports to the Assistant Deputy Minister, Corporate Services and Cultural Safety of the DHSS. The incumbent is a member of the DHSS Senior Management team and works closely with health and social services authorities (HSSAs), Chief Executive Officers (CEOs) and their Senior Management teams across the HSS system. The Director is responsible and accountable for the overall HSS system-wide implementation and leadership of the HSS Building a Culturally Respectful Health and Social Services System



Commitment to Action; Cultural Safety Action Plan; Cultural Safety and Anti-Racism Training Framework, and future strategic frameworks and action plans.

The Director is a system leader with highly specialized skills to identify, analyze, and develop groundbreaking approaches and solutions to address the long-standing and complex issue of Indigenous-specific racism, as well as proficiency to engage in racial equity narratives. This includes the identification of strategic priorities, project development and change management leadership, and the provision of expertise and resources to support research, analysis, and engagement.

Cultural Safety and Anti-Racism (CSAR) is a rapidly growing field with limited established methods and frameworks at local, national and international levels. The HSS system, under the Director's guidance, is a leader in creating and implementing these initiatives, utilizing a unique collaborative and consensus-based approach. A critical element of advancing CSAR is the provision of on-going, in-depth and up-to-date understanding and critical analysis of racism in all its forms, and its impacts on access to health and social services, health outcomes, and patient and client experience for Indigenous clients of the HSS system.

The Director will be sought out to provide strategic leadership across the GNWT and in other jurisdictions to inform local, territorial, national, and international efforts to address anti-Indigenous racism and to strengthen universal and comprehensive culturally safe and anti-racist practices and intervention services. Within a GNWT context, these efforts will increase collaboration among professions to reduce the duplication of efforts, make more effective use of limited resources, and more effectively meet the needs of individuals and families with complex needs in the NWT.

The Director is expected to have a breadth and depth of understanding, knowledge, and direct experience of the theory, research, and practical application of CSAR needed for the development and enhancement of related initiatives across the NWT, and an established strong understanding of strengths, challenges and limitations of HSS systems and services. The Director leads the resolution of complex research problems by conducting research, gathering and analyzing information and data for the purpose of accurate and confident decision-making to support the strategic goals of the organization. The Director maintains relationships with national and international academic experts and health organizations to share and co-develop tools, frameworks, and best practices.

The Director is accountable to advance CSAR with the broader HSS system, developing and leading the dynamic cross-system commitment with focused attention on key priorities including Primary Care; Quality, Safety, and Client Experience; Child and Family Services; Mental Health and Addictions Recovery; and Talent and Organizational Development.



The Director works closely with the NTHSSA in the development and implementation of critical projects related to Objective 4, Improve Community and Client Experience – one of the four broad objectives to achieve the vision of a culturally safe HSS system. This includes the Indigenous Patient Advocates (IPAs) and an Indigenous Client Experience Council (ICEC) to provide accessible and supportive pathways for Indigenous client experiences to be shared and addressed; to provide the expertise required to address systemic racism through system design and transformation, and policy and practice change; and to address gaps in the current NWT HSS complaints processes.

The Director oversees the CSAR Learning Initiatives unit that focuses on achieving significant individual change by creating innovative cultural safety and anti-racism materials, tools, and training. Collaborating closely with IPAs and the ICEC, the unit develops new strategies rooted in the real-life obstacles and systemic barriers encountered by Indigenous patients. The unit is responsible for the planning, delivery and ongoing improvement of a made-in-the north and in-person CSAR Training and customizes materials to meet the unique needs of professionals and work environments throughout the NWT. This program is designed to build staff knowledge, self-awareness and skills to address anti-Indigenous racism within the HSS system. As mandatory training for all HSS system staff, the training is offered monthly and in-person over two days in Yellowknife and regionally. The skills required to facilitate CSAR Training are highly specialized as they require proficiency and confidence to engage and navigate interracial learning dynamics. These will be developed, in part, through a highly collaborative and supportive team facilitation approach and cross-training. The HSS CSAR Training is highly sought after and the Director will be called upon to customize sessions for diverse and specialized audiences and, over time, to support the scaling of this training for all GNWT staff.

The Director oversees the Indigenous Wellness and Knowledge unit that focuses on addressing systemic barriers and implementing strategies to incorporate Indigenous knowledge and wellness practices into the HSS system. Following the Cultural Safety Action Plan to Honour Indigenous Knowledge and Wellness in Care, the unit leads strategic initiatives through research and collaboration with Indigenous communities, including the Indigenous Advisory Body which plays a crucial role in enhancing cultural safety and promoting Indigenous knowledge and wellness within the HSS system.

The Director has frequent contact with diverse partners, including CEOs and Senior Managers from DHSS and HSSAs, senior government officials from other GNWT Departments, Local Government Administrators of the NWT, NWT Association of Communities, Indigenous Governments, the Federal Government, NGOs, societies and professional associations, research entities such as Hotiì ts'eeda and the Institute for Circumpolar Health Research, and individual community members. Establishing trusting and respectful relationships with internal and external partners and stakeholders, grounded in Indigenous values and demonstrated leadership integrity, will be essential. The development and maintenance of



these relationships requires the incumbent to hold a very broad range of knowledge of NWT contexts, communities, and cultures, and of partner interests and priorities.

The Director recruits, develops, and leads a diverse team of 9 innovative critical thinkers, experts, and change-agents who lead Indigenous racial justice efforts across the HSS system. With a focus on strategic and whole-person development, the Director contributes to the sustainable improvement of Indigenous representation in the HSS system at large, and in senior leadership roles specifically, while developing and showcasing excellence in culturally safe and welcoming organizational culture and work environments. Additional indeterminant, term or casual staff may be added to the structure as required to support strategic priorities and project implementation.

To support the CSAR work for the NWT HSS system, the division currently relies heavily on third party funding. Funding amounts may vary from year to year as the work evolves, including the scaling of CSAR training across the GNWT. The director secures funding when system resources are required, building and maintaining partnerships with external funding organizations, and is accountable to these partners (such as Health Canada and Indigenous Services Canada) for effective expenditure of funds and achievement of outcomes.

DIMENSIONS

- Reporting Positions – 5
 - Manager, Cultural Safety and Anti-Racism Learning and Development (3 staff)
 - Program Coordinator, Cultural Safety and Anti-Racism
 - Senior Advisor, Indigenous Knowledge and Wellness (1 staff)
 - Senior Advisor, Culturally Safe Child and Family Services
 - Senior Project Manager, Cultural Safety and Anti-Racism
- Total Budget – \$1.5M (Total budget varies year to year and can increase significantly depending on third party funding agreements)
 - Compensation & Benefits (\$1,051,000)
 - Operations & Maintenance (\$237,000)
 - Grants & Contributions (\$255,000)
 - Capital (\$0)

RESPONSIBILITIES

1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.



2. The Director is the senior leader responsible and accountable for providing strategic direction, leadership, and expert consultative advice related to development of an HSS system that is grounded in cultural safety and anti-racism with the goal of eliminating anti-Indigenous racism.
3. Responsible and accountable for providing strategic direction and leadership related to creating an organizational culture of cultural safety, building staff capacity for cultural safety; honouring Indigenous knowledge and wellness in care; and improving community and client experience across the HSS system.
4. Leads strategic direction and leadership to all GNWT Departments and Agencies to ensure a consistent approach to addressing systemic racism through cultural safety and anti-racism efforts such as cultural safety and anti-racism training.
5. Establishes a Learning Centre for evidence-based cultural safety, anti-racism and trauma-informed standards, policy, tools, and leading practices to be established with open access to local, national, and international organizations, practitioners, and educational institutions.
6. Leads cutting-edge new cultural safety and anti-racism research and implementation for a unique NWT context across HSS settings and disseminates findings at national and international levels to inform new knowledge and practice.
7. Oversees the assessment and analysis of corporate organizational effectiveness related to cultural safety, anti-racism and reconciliation integration, including creating welcoming and psychologically safe environments for Indigenous HSS staff and clients.
8. Responsible for the implementation and monitoring and evaluation of assigned HSS system action plans and projects, such as Building a Culturally Respectful HSS System, Cultural Safety Action Plan, CSAR Training Framework, and collaborates and provides leadership to other HSS plans and projects to ensure planning and implementation is carried out in a manner consistent with the vision, principles, and priorities of CSAR.
9. Ensures that the on-going delivery and continuous improvement of a made-in-the-north CSAR training model is effective and successful.
10. Works directly with Indigenous governments and organizations, and with other stakeholders, to identify needs and priorities and to develop and deliver innovative, cultural safety and anti-racist programs and services.



- 11.** Builds relationships and maintains accountability to a number of diverse partners (such as Indigenous Services Canada, Health Canada, and philanthropic partners) for effective management and expenditure of funds and achievement of strategic outcomes.
- 12.** Represents the HSS system in territorial, national, and international forums focused on systemic racism, cultural safety, anti-racism, Indigenous health and wellness, quality and improvement, and innovation.
- 13.** Provides advice and recommendations to corporate priorities and planning as a member of the DHSS Senior management team.
- 14.** Manages the division's human and financial resources in an effective manner that is person-centered and service-focused, aligned with the principles and values of cultural safety and anti-racism, and consistent with the policies and procedures of the GNWT and the DHSS, and identifies opportunities for improvement where alignment is lacking.
- 15.** Leads annual performance and learning planning processes for the division, including collaborative work planning, individual whole-person development plans, and succession planning and career development planning aligned with aspirations and potential.
- 16.** Leads the division in showcasing public service excellence, upholding values and priorities identified by Indigenous people and communities and committing to a continuous practice of self-reflection and whole person development.

WORKING CONDITIONS

Physical Demands

During engagement activities and training sessions the incumbent will assemble and transport meeting supplies and assist with the set-up of meeting locations.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The position engages in topics that include interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization, including the legacy of residential schools. Tight deadlines will be encountered.



Travel to NWT communities will be required approximately 12-15 times per year. Additional travel within Canada or internationally may be required 3-5 times per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Knowledge of cultural safety and anti-racism frameworks, and ability to maintain a continuous learning practice in this evolving field.
- Ability to understand and apply cultural safety and anti-racism principles, acknowledge impacts of colonization and racism, and articulate relationship to client/family health outcomes.
- Knowledge of critical race theory, post-colonial theory, transformational learning pedagogy, and intersectionality.
- Ability to articulate change theory practice models.
- Ability to acquire knowledge of the policies and procedures of the NTHSSA, the DHSS, and all Acts and Legislation applicable to program delivery.
- Ability to lead meetings and facilitate complex group process.
- Verbal and written communication skills with the ability to responsively adapt approaches for diverse contexts and audiences.
- Ability to develop and maintain networks and resources at the local, territorial, and national level.
- Skills in assessing and managing conflict and communication in often cross cultural and racial, emotionally charged, and complex settings and learning environments.
- Skill and ability to facilitate community engagement, deliver public education and professional development presentations.
- Ability to identify, collect, apply and interpret data to evaluate, build and improve health and social services planning and design.
- Knowledge, skill, and ability to use innovation and creativity to develop strategies that successfully meet the needs of diverse individual, family and provider populations.
- Conversational, plain language writing skills, including the ability to train, facilitate, and influence others.
- Ability to effectively supervise, lead and coach teams.
- Financial management skills, including project cost tracking and variance reporting.
- Ability to commit to fostering a culture that embraces diversity and promotes inclusion and challenge longstanding norms that perpetuate inequities within the GNWT workforce.
- 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 thesis-based Master's degree (Social Sciences, Public Health, Policy and Practice) with direct cultural safety and anti-racism in health and social service settings experience, and 8 years of experience working in health, wellness, policy and governance, community development, or related programming with direct cultural safety and anti-racism in health and social service settings experience, including 3 years managing people and resources.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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