

IDENTIFICATION

Department		Position Title	
Health and Social Services		Senior Advisor, Knowledge Translation	
Position Number	Community	Division/Region	
49-16398	Yellowknife	Community, Culture and Innovation / HQ	

PURPOSE OF THE POSITION

The Senior Advisor, Knowledge Translation is responsible for leading the development of a knowledge translation strategy for the Health and Social Services System by creating tools and activities to support improved health and well-being for people and communities in the Northwest Territories. The Senior Advisor, Knowledge Translation will identify priority areas for knowledge translation, collaborating with Indigenous communities and clients to tailor communications strategies, and promoting the integration of research evidence into decision-making processes.

SCOPE

The Northwest Territories (NWT) Health and Social Services (HSS) system 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 staff working in the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Authority (NTHSSA), Tẖchq̱ Community Services Agency (TCSA), and Hay River Health and Social Services Authority (HRHSSA). The NWT HSS system has the second highest per capita expenditures in Canada, and 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. 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.

To address the longstanding and complex issues and inequities in the HSS system, a new approach was developed by the Community, Culture, and Innovation (CCI) division to support a made-in-the-NWT integration model for health and social services driven by community priorities and based on trust and equity. This involves Primary Health Care Reform (PHCR) which is changing the system to work with people and communities using a community development approach. PHCR supports several community-based initiatives described as highly collaborative environments where system partners, community members, and Indigenous governments are working toward a shared vision of establishing new ways of working to achieve culturally safe and relationship-based care needed to improve the health of the NWT population.

The CCI division and Cultural Safety and Anti-Racism (CSAR) division work together in a health learning and innovation lab. The goal of both teams is to use a systemic approach to tackle complex problems and advance cultural safety in the NWT. Both teams generate and adapt new models, policies, facilitated collaborative spaces, training, and resources as part of their day-to-day efforts to advance equity. Most importantly, Indigenous knowledge and healing practices are prioritized, and Indigenous community relationships drive the divisions’ ongoing learning.

The CCI division is responsible for developing and overseeing NWT HSS system wide initiatives to embed cultural safety, social determinants of health, community development, and public participation within the overall delivery of care for NWT residents. They identify strategic



priorities by collaborating with the NWT HSS System, Government of the Northwest Territories (GNWT) Departments, community partners and Indigenous government, and provide leadership, guidance, direction, and support across the system to promote person-centered care and innovation based on Indigenous community priorities and data, with a focus on trust and equity.

The CCI division is dedicated to promoting the health and well-being of Indigenous people and communities through collaborative efforts between three units: Indigenous Health and Community Wellness, System Design and Integration, and Learning Health System. The teams strive for sustainable impact by fostering a culture of continuous learning and improvement through feedback and reflection, supporting team members to feel heard and valued, and embracing new challenges to enhance skills and knowledge. To maintain their commitment to excellence, the teams continuously adapt and enhance their approach.

The Learning Health System unit drives evidence-generation and organizational learning to support continuous improvement of projects, programs, and policies of the HSS system. To assemble the information needed to inform HSS planning and decision-making, the team facilitates collaboration between divisions, departments, and with communities, using evidence-based methods and community engagement approaches that prioritize Indigenous data sovereignty and ethical practices. The Learning Health System unit works across the HSS system by synthesizing different types of knowledge, distilling organizational learnings, researching, and creating data systems to build capacity for generating evidence and improving health promotion and prevention outcomes.

Located in the NWT, the Senior Advisor, Knowledge Translation (Advisor) reports to the Manager, Learning Health Systems, and provides expert support, advice, and guidance to teams within the HSS system and GNWT departments. The Advisor, leads the development and implementation of knowledge translation strategies and initiatives to support the dissemination of and application of evidence-based knowledge and wise practices in health and social services policies, services, and practice. As a new position to the GNWT, the Advisor will create new tools and resources to support cultural safety aligned with Indigenous community priorities. The incumbent will work independently with teams across the HSS system to support the dissemination and mobilization of knowledge for several large-scale initiatives identified by HSS leadership. The Advisor plays a critical role in sharing knowledge and insights that emerge from data analysis with the HSS system, Indigenous communities, and Indigenous people, with the goal of improving understanding, enhancing practice, informing decision-making, and improving policies and practice.

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

This position requires the incumbent to travel to communities in the Northwest Territories.



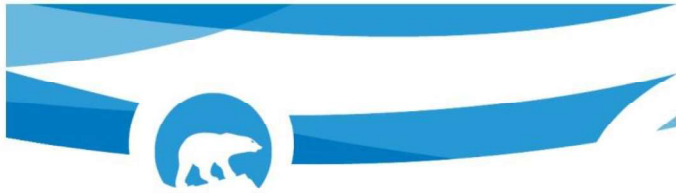
RESPONSIBILITIES

1. Leads the development and implementation of knowledge translation strategy and framework by researching trends, policy developments, and implications with a focus on supporting Indigenous health, equity, Indigenous engagement, and facilitating health promotion and prevention.

- Integrate current and emerging evidence-based knowledge translation strategies based on leading research and innovative models.
- Synthesize evidence and knowledge to develop plain language summaries and knowledge translation products for specific projects by contextualizing and integrating health system data, evidence, and findings of research studies.
- Plan, produce, and disseminate new or existing knowledge products that enhance learning, linkages, and problem-solving solutions through collaboration with researchers and decision-makers.
- Seek out and learn from Indigenous-led knowledge translation approaches, theories, and innovations.
- Identify strategies to transfer evidence and system learnings to policy and program decision makers.
- Maintain ongoing awareness of various key issues in health and social services, knowledge translation, health system learning, and other areas to recommend topics of interest.
- Gather evidence by working with external subject matter experts and project partners' research teams and associates.
- Define any key terms used by the Community, Culture and Innovation division and the Cultural Safety and Anti-Racism division in planning, programming, and communications by exploring relevant literature for definitions, and engaging local experts in Indigenous knowledge and language.

2. Develops, executes, and evaluates knowledge translation, exchange, dissemination and/or mobilization plans using a diverse range of methods focused on Indigenous community priority areas and the Community, Culture and Innovation and Cultural Safety and Anti-Racism divisional needs.

- Develop knowledge translation plans for effective outreach and ongoing communications with internal audiences, partners, and clients to create and sustain change required for various large scale and system wide renewal projects.
- Outline knowledge users, main messages, goals, strategies, and implementation processes.
- Identify opportunities for improvement throughout the knowledge translation cycle using needs assessment methods and other strategies.
- Support the creation and implementation of multi-dimensional plans using traditional and social media, develop and disseminate marketing materials, identify, and attend key events, and produce analytics on communications content.



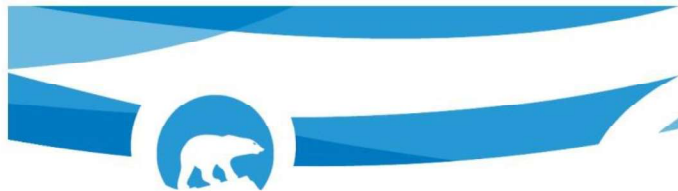
- Support project tasks related to the implementation of plans, including reporting, rebranding, and curriculum development.
- Implement creative methods to ensure a vibrant diversity of voices / experiences and knowledge types are included in projects and knowledge translation activities.
- Compile content and visual presentation of reports, work-plans, publications, correspondences, and communications materials, in consultation with project teams.
- Write and design communication, marketing, and dissemination tools for diverse audiences in print and electronic formats, including preparing press releases and communications to announce key research findings and other departmental initiatives.
- Develop and maintain a glossary of definitions (including translation) for key terms used by the CCI in planning, programming, and communications.
- Develop processes to evaluate the effectiveness of knowledge translation plans to ensure efforts are continually improved.

3. Leads and implements the development of a Resource Development Guideline that is culturally meaningful, trauma-informed, healing oriented, family-centered resources to support informed/shared decision making.

- Develop a Resource Development Guide to support community engagement on data collection and indicator development using best practices in plain language communication, anti-colonial practices, participatory and trauma-informed approaches.
- Create an accessible communication checklist and guide to improve documents and publications so they are accessible to people with visual, hearing, motor, and cognitive impairments.
- Identify best practices for the translation and interpretation of resources in NWT Official Indigenous Languages.
- Support staff in the development of resources and coordinate the publication of content with contractors.
- Evaluate the use and impact of resources and take an interactive approach to applying feedback to existing materials.
- Curate cutting edge marketing tools prioritizing Indigenous health and wellness.

4. Supports the development of training and capacity-building for the health and social services system and Indigenous community partners.

- Identify strategies to support the HSS system in implementing learning health systems and becoming a knowledge translation friendly organization.
- Establish a network of knowledge translation and exchange professionals to build capacity throughout the NWT in collaboration with Hotù ts'eeda NWT SPOR Support Unit.
- Develop and implement training plans that address identified learning needs.
- Develop and support the implementation of knowledge translation plans with clients and partners across the NWT.



5. **Provides expert advice to ensure that knowledge translation efforts are ethical and promote equity by guiding the development of knowledge collection, analysis, synthesis, and dissemination processes using wise practices and leading technologies in knowledge translation, reporting, communication, and data visualization.**
 - Identify technologies and systems with integrated functions to manage data, support analysis, and develop meaningful knowledge products.
 - Develop a process to support the design and review of resources, including for Indigenous families / communities and foster caregivers.
 - Establish and coordinate a peer review panel comprised of people and communities with the Learning Health Systems team.
6. **Contributes to the efforts of the CCI division by 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.**
 - Implement administrative and financial processes to ensure they are meeting stated deadlines, budget requirements, and deliverables.
 - Complete correspondence, reporting and briefing notes to increase accountability and transparency.
 - Contribute expertise and represent the CCI Division in internal and external forums, public participation activities, and priority-setting discussions to identify issues and innovative actions required to transform and integrate the HSS system.
 - Foster an environment of community and continuous learning, discovery, joy and solidarity by facilitating and participating in collaborative spaces for divisional staff to carry out day to day work and onboarding.
 - Establish and/or participate in local and cross-jurisdictional communities of practice to enhance training, knowledge exchange and translation, scaling, and sustainability of key initiatives.
 - Contribute to curriculum development and act as a trainer and facilitator for the promotion and delivery of cultural safety and anti-racism training.
 - Provide feedback on a variety of written documents from across the HSS system that reflect anti-Indigenous racism, social determinants of health, social justice, body sovereignty, health equity and a human-centered design approach
 - Develop an awareness of individual positionality within the work, and a commitment to the necessary and ongoing inner and organizational work required to show up meaningfully with humility.
 - Showcase a growth mindset and navigate discomfort with curiosity and confidence.
 - Seek opportunities to develop and maintain knowledge and practice of Indigenous values and cultures, in a manner appropriate to the individual and position.
 - Ability to challenge longstanding norms that perpetuate inequities within the workforce.



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to communities will be required approximately 6-8 times per year for periods of 3 to 5 days per occurrence.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire knowledge of colonial history and contexts for understanding inequities (social determinants of health) in health outcomes and access to health and social services, including but not limited to the residential school system and systemic racism.
- Knowledge of policy development and knowledge translation methodologies; and ability to write for key audiences.
- Ability to maintain a working understanding of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Knowledge of and skills relating to public participation, health improvement, and project management methodologies.
- Knowledge of technologies used for knowledge translation, reporting, communication, and data visualization.
- Ability to maintain an in-depth understanding of knowledge translation and mobilization theory and applications.
- Ability to maintain a working understanding of CSAR frameworks.
- Coordination, facilitation and interpersonal skills and the ability to interact in a variety of diverse cultural and community contexts, including working with Elders and community cultural resource people.
- Ability to build and maintain constructive working relationships with colleagues and external partners in order to communicate program information, elicit and respond to input and feedback, and facilitate and implement change.
- Skilled in using a variety of office software, literature search engines, bibliographic software.

- Ability to synthesize best evidence into plain language to create compelling, innovative content to be used across traditional, digital and social channels.
- Ability to self-direct, organize and utilize planning and time management skills to see projects through from conception to final implementation.
- Ability to learn/apply graphic design, photography, broadcast, video production fundamentals.
- 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 degree in health or social sciences, communications Indigenous studies, community development, or similar, and three (3) years of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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: Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred