



IDENTIFICATION

Department	Position Title	
Health and Social Services	Regional Coordinator, Change and Innovation	
Position Number	Community	Division/Region
49-16401	Yellowknife	Community, Culture and Innovation / HQ

PURPOSE OF THE POSITION

The Regional Coordinator, Change and Innovation is responsible for supporting regional implementation of change and integration initiatives by facilitating cross-sector collaboration and alignment to create the conditions for lasting and transformative change. The incumbent leads training programs to enhance leadership and skill development and embed continuous quality improvement approaches. The incumbent acts as a steward of change by building strategic relationships across settings, grounded in co-developed principles, collective commitment, relationship-based practice, and cultural safety.

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), Tłıchǫ 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 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 Indigenous Health and Community Wellness unit supports Indigenous communities in their health and wellness goals by implementing community development approaches, integrating the social determinants of Indigenous people's health, supporting Indigenous data sovereignty, and advancing community identified priorities.

Located in Yellowknife, the Regional Coordinator, Change and Innovation (Regional Coordinator) reports to the Manager, Indigenous Health and Community Wellness and collaborates with various staff regionally distributed. The incumbent supports the implementation of key initiatives such as the Healthy Family Program renewal project, Early Childhood Development initiatives, and Primary Health Care Reform by delivering training, providing change management expertise, and facilitating the establishment of inter-sectorial initiatives and collaborative structures. The position works individually and concurrently on multiple projects of varying complexity that involve the DHSS and three Authorities. Building relationships among staff within the HSS system is fundamental to this position as it is directly related to the provision of relationship-based care and culturally safe care for clients.

The Regional Coordinator works across the HSS system and the GNWT to create conditions that all people need to thrive, as identified through an equity lens. As a community organizer, the incumbent supports the enhancement of leadership skills needed to address key challenges of system transformation. The incumbent serves as a natural boundary spanner informed by place-based, interdisciplinary, multi-sector, and multicultural perspectives, and creates the enabling environments and conditions for success in their regions to support local implementation of system initiatives. The Regional Coordinator facilitates groups with a trauma-informed lens and navigates potentially difficult conversations within the leadership development realm such as communication, conflict management, and change management.



Co-location and reporting remotely to the day-to-day supervisor will require additional communication efforts.

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 NWT communities.

RESPONSIBILITIES

- 1. Provides advice, facilitates, and implements transformative solutions by working within their regions to develop integrated narratives and approaches for producing equitable health and well-being and addressing the Social Determinants of Health.**
 - Demonstrate systems/critical thinking to identify issues, design and support the implementation of effective processes.
 - Use principles of change management, quality improvement, and rapid learning to support system improvement.
 - Use quality improvement methods to translate best practices into improved programs and services, including integrated service delivery across system levels.
 - Work in partnership with the regional Community Development & Wellness Planner to support regions to create shared narratives and calls to action, and work locally in particular places to catalyze and support local action.
 - Facilitate stakeholder and asset mapping to identify deep and systemic interdependencies across content areas.
 - Support the implementation of Public Participation and Indigenous engagement plans.
 - Test initiatives that support the integration of Early Childhood Development as a Social Determinant of Health, and the integrated service delivery model.
 - Monitor and report on key learnings to inform phases of the design process of initiatives, especially in areas that are typically unseen or undervalued.
- 2. Establishes knowledge sharing forums and practices, and implements Knowledge Translation Plans, to build capacity to sustain and scale new ideas and practical innovations that drive long-term change.**
 - Establish and participate in local, cross-jurisdictional communities of practice to enhance training, knowledge translation, share innovation and encourage inter-sectorial collaboration.
 - Regularly convene community experts and project teams to work across silos, confront wicked problems, develop shared priorities, and make sense of their wider work together.
 - Communicate how place and context impact well-being and change management initiatives.



- Identify ways to adapt, replicate or spread best practices to other places and other areas of practice.
- Facilitate spaces where people can come together across differences and make common sense of experiences that are often difficult to see and interpret individually.
- Develop strong networks of like-minded allies, and networks poised to expand.
- Enhance communication and knowledge by implementing knowledge translation plans.
- Prepare documents and reports as required to capture and share information.

3. Implements and supports the development of training programs to enhance skill practice, and coach teams towards the implementation of change management initiatives.

- Inform the design and lead the implementation of initiatives and methods that intentionally build community and coordinate collective action across organizational boundaries.
- Support the design and implementation of coaching courses designed to help change makers solidify the application of their foundational leadership skills in their regions.
- Implement customized training solutions and materials by developing workshops, in-service sessions, briefings, presentations to promote projects and approaches that support integration.
- Research, develop, and implement ongoing learning opportunities to enhance training in content and delivery.

4. Designs, creates and facilitates the development, implementation and continuous improvement of curriculum for integrative strategies.

- Lead the design, development, implementation, and sustainability of the Healthy Family Program guide.
- Review research findings, including engagement, evaluation, and literature review reports, create themes, and develop a guide/curriculum framework.
- Develop educational materials, tools, and resources to support the implementation of the curriculum framework.
- Implement and test the newly developed guide with health care providers.
- Monitor and evaluate findings to finalize and publish the guide/curriculum.

5. Manages required projects, procurement, and reporting.

- Administer and manage procurement process as per the Grants and Contributions policies.
- Support the division, Manager, Director, and/or the directorate through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.



- Manage projects and initiatives to ensure they are meeting stated deadlines, budget requirements and deliverables.
- 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.



Sensory Demands

No unusual conditions.

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.

Travel to NWT communities will be required approximately 12 times per year for approximately 3-5 days per occurrence.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of the HSS systems within the NWT, including programs, delivery models, and the socio-political and cultural environments.
- Knowledge of and/or the ability to acquire and apply knowledge of Indigenous and Western monitoring and evaluation principles and techniques.
- Knowledge of transformative education theory.
- Knowledge of human behaviour and adult education theories.
- Knowledge and skills relating to public participation, health improvement, and project management methodologies.
- Skilled in facilitating training events.
- Ability to navigate controversial and sensitive topics while encouraging a growth mindset for all learners.
- Ability to adapt and be flexible in recognizing the diverse learning needs and preferences of Northern participants.
- Ability to maintain an understanding of Cultural Safety and Anti-Racism frameworks.
- Ability to maintain an understanding of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Ability to build and maintain 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.
- Ability to inspire, influence, persuade and diplomatically maintain the satisfaction and goodwill of HSS staff and key stakeholders in challenging situations.
- Computer skills including word processing software, spreadsheets, email and Internet.

- Communication, writing and presentation skills including facilitation techniques.
- Organizational and time management skills.
- Ability to think analytically, strategically and conceptually.
- Ability to work in small and large groups and function independently.
- Ability to prioritize to meet changing demands.
- Ability to work with compressed deadlines and multiple deliverables.
- Ability to challenge longstanding norms that perpetuate inequities within the 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 degree in Education or Social Sciences and two (2) 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: Select Language

- ☐ Required
- ☒ Preferred