



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Lead, Mental Health & Addiction Services	
Position Number(s)	Community	Division/Region(s)
07-15114	Varied	Child, Family & Community Wellness/HQ

PURPOSE OF THE POSITION

The Territorial Lead, Mental Health and Addiction Services is responsible to research and recommend client care and services quality standards as they relate to the mental health and addiction services provided to all age group ranging from child, youth, adult to geriatrics. Collaborates with Territorial, Regional, and professional practice leadership to establish performance improvement activities, and works to ensure competency of mental health and addiction services personnel is maintained.

Territorial Lead, Mental Health and Addition Services will help guide practice based on the shared vision of the NTHSSA. The incumbent will foster and sustain academic partnerships to advance professional practices and develop the work force as a territorial lead. Territorial Lead, Mental Health and Addition Services will role-model vigilance in ensuring the highest of quality care and services.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. 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 Tłıchǵ 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 Northwest Territories. 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Reporting directly to the Territorial Manager, Mental Health and Addiction Services, the Territorial Lead, Mental Health and Addiction Services will be called upon to address a variety of issues on a daily basis. These can range from addressing client's complaints, providing briefing notes to the Director of Child, Family and Community Wellness, providing advice and direction to other Territorial Leads, Territorial Specialists, and Regional Managers, and representing the NTHSSA in meetings, or conferences.

RESPONSIBILITIES

1. Assess the variability in mental health and addiction practice settings within the NTHSSA Regions, TCSA and HRHSS to determine areas in which to improve client care/service outcomes, quality, or efficiencies.

Main Activities:

- Participate in regional and territorial level environment scan and analysis to determine baseline data pertaining to programming, resource allocation, workforce planning and system improvement areas.
 - Utilize regional and territorial data to establish tools and processes for communicating and collaborating with direct care staff.
 - Support, coach and mentor others to succeed with changes occurring.
 - Provide expertise, mentorship and guidance to mental health and addiction staff and managers.
 - Assist with the development of a system for continuous quality improvement activities within the mental health and addiction services.
2. Evaluate mental health and addiction client care/service excellence from a structure, process and outcomes framework.

Main Activities:

- Select and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
- Ensure sustained use and spread of NTHSSA guidelines within the NTHSSA, TCSA, and HRHSSA.

- Monitor outcomes related to leadership, practice, education and research.
3. Champion inter-professional collaboration among community counselling team, nursing, medical and allied health professionals to achieve optimal client care/service outcomes and effective integration of care.

Main Activities:

- Establish and maintain effective relationships with staff, and regional managers.
 - Work with the Director of Child, Family and Community Wellness to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expansions.
 - Participates on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
 - Advises the Director of Child, Family and Community Wellness of significant developments in mental health and addiction services that could have implication for operations, including making recommendations for corrective actions.
 - Role model inter-professional relations for quality care and management practices.
4. Champion safety, quality care and evidence-based practice.

Main Activities:

- Promote evidence-based models of care to mental health nursing, psychiatry community counselling, community wellness workers and addiction workers.
- Promote clinical/service and frontline management decisions that are client centered.
- Promote and inspire management practices that support staff health, safety and well-being.
- Create and support a professional learning environment to mobilize and enhance the clinical expertise of staff.

WORKING CONDITIONS

Working Conditions identify the unusual and unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

Mental Demands

- Disruptive to lifestyle caused by work schedule.
- Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.
- Exposure to emotionally disturbing experiences.
- Dealing with unknown factors, uncontrolled work-flow and overlapping demand.
- Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

KNOWLEDGE, SKILLS AND ABILITIES

- A good working knowledge of program management.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Ability to apply creative and innovative approaches to policies within mental health and addiction services to meet territorial needs.
- Thorough knowledge of administrative policies and practices to territorial systems.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Must have excellent organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Working knowledge of continuous quality improvement processes.
- Ability to understand and apply the principles of labour relations and processes.

- Knowledgeable of the *NWT Mental Health Act* and the *Health Information Act*.
- Must be computer literate with word processing programs and spreadsheets.
- Sensitivity to geographic and cultural needs of people, understanding how community and culture impact the delivery of health and social services.

Typically, the above qualifications would be attained by:

The above knowledge and skills are most commonly acquired through a Baccalaureate degree in a recognized psychology, mental health and/or addiction discipline or a health-related field.

A minimum of five (5) years work-related experience in Mental Health and Addiction Services is required.

Equivalencies 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)

- French required
- French preferred
- French not required