



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	South Territorial Lead, Training and Practice Improvement	
Position Number(s)	Community	Division/Region(s)
07-15185	Fort Simpson, Fort Smith	Child, Family & Community Wellness/HQ

PURPOSE OF THE POSITION

The South Territorial Lead, Child and Family Services is responsible to develop, lead, facilitate and track all training that is required for child and family services staff throughout the Northwest Territories. They will maintain a working knowledge of all current and future services and programs delivered in the territory.

The incumbent will be expected to research and recommend client care and services quality standards as they relate to the child and family services provided to children, youth and families. This position will collaborate with territorial, regional, and professional practice leadership to establish performance improvement activities. The South Territorial Lead, Child and Family 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. The South Territorial Lead, Child and Family 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 Tłı̄chǝ 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 Tłıchǫ 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, Child and Family Services, the South Territorial Lead, Child and Family 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 in addition to providing training and on-going professional development to all of child and family services staff.

RESPONSIBILITIES

1. Leads training and professional development activities to ensure child and family services staff have an adequate skill level in the delivery of child and family services and programs.

Main Activities:

- Working collaboratively with training team to develop interactive, multi-modal training curricula.
 - Providing in-person trainings for a variety of adult audiences.
 - Planning and developing online learning modules.
 - Planning and coordinating the development of other online and multimedia training content including tutorials, videos, and online quizzes.
2. Assess the variability of child and family services to determine areas in which to improve client care/service outcomes, quality, or efficiencies.

Main Activities:

- Establish tools and processes for communicating and collaborating with regional staff.
- Support, coach and mentor others to succeed with changes occurring.

- Assist with the development of a system for continuous quality improvement activities within the child and family services.
3. Evaluate child and family services 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, TSCA, and HRHSSA.
 - Monitor outcomes related to leadership, practice, education and research.
4. Champion inter-professional collaboration among community social services workers, community counselling team, foster families, nursing, medical and allied health professionals and key regional and community stakeholders 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 child and family services that could have implication for operations, including making recommendations for corrective actions.
 - Role model inter-professional relations for quality care and management practices.
5. Champion safety, quality care and services and evidence-based practice.

Main Activities:

- Promote evidence-based models of care and services for family support services and program, community social services workers, early intervention and foster care services.
- Promote clinical/service and frontline management decisions that are client and family 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

Physical Demands

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

Intensity is moderate since the incumbent is able to take short breaks and stretch or go to other tasks at their own discretion.

The South Territorial Lead, Child and Family Services is required to travel regularly on small planes and ice/winter roads when traveling to or from the different communities

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion.

The South Territorial Lead, Child and Family Services is expected to travel approximately 40% of the time to NWT communities and other Territories and/or Provinces. Travel by road and aircraft occurs during all seasons when at times weather conditions are poor. Duty travel involves absences from the office and from home. Unforeseen weather conditions may disrupt work plans and home life.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and experience in Child and Family Service including direct, front-line service delivery, research, analysis, evaluation, and policy development.
- Knowledge of education principals and techniques related to adult learners in order to ensure effective delivery of training.
- 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 child and family 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 Child and Family Services Act*, *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 social services discipline or related field. A minimum of five (5) years work-related experience in Child and Family Services is required.

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

CERTIFICATION

Title: Territorial Lead, Child and Family Services

Position Number(s):

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Deputy Head/Delegate Signature</p> <p>_____ Date</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.