



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Indigenous Wellness Coordinator	
Position Number	Community	Division/Region
48-15969	Inuvik	Beaufort Delta

PURPOSE OF THE POSITION

The Northwest Territories health care and social service system is based on western knowledge, systems, culture, and ways of being and knowing. The purpose of the Regional Indigenous Wellness Coordinator is to lead the Northwest Territories Health and Social Services Authority (NTHSSA), Beaufort Delta Region (BDR), in making the significant shift to become an organization that is reflective of the values, culture, and ways of being of the Indigenous people of the region.

The Regional Indigenous Wellness Coordinator (RIWC) plays a critical role in ensuring the delivery of health care and social services in the BDR is culturally safe, and incorporates the culture, values, knowledge, and ways of being of the Indigenous people of the region. The incumbent will be required to solve complex problems outside of established policy and develop creative solutions.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NT), except for Hay River and Tlichq regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous persons. Health and Social Services (HSS) include the full range of primary, secondary, and tertiary health services. Social services including family services, protection services, care placements, mental health, addictions, and developmental activities, are delivered by more than 1,400 health and social services staff.

Under the direction of the Minister of HSS, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA leads the clinical standards, procedures, guidelines and monitoring for the entire NT. The Department of Health and Social Services (DHSS) plays an



important role in the connectivity between the NTHSSA, the Tlicho Community Services Agencies (TCSA) and the Hay River Health and Social Services Authority (HRHSSA) because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, Integrated HSS system for the NWT.

The BDR is the traditional territory of the Inuvialuit and Gwich'in people with 78% of the population in the region being Indigenous. In order to best serve this population, it is critical that the NTHSSA BDR is able to provide care and services that are reflective of the values and cultures of the Indigenous population being served.

Located in Inuvik and reporting to the Chief Operating Officer (COO), the RIWC provides expert advice to the COO and the regional management team in creating an organization and programs that are reflective of the regional Indigenous cultures. The incumbent provides knowledge of both Gwich'in and Inuvialuit cultures, and liaises routinely with regional Indigenous groups,

The role of the RIWC is primarily focused internally to the organization, with responsibility for organizational change and staff development. The incumbent works closely with the Indigenous Patient Advocate to support the provision of culturally safe care for Indigenous residents accessing acute care services in Inuvik, ensuring that identified policy and practice changes are locally implemented. The RIWC provides program supervision and spending authority for the Language & Cultural Liaison staff (3) in Ulukhaktok, Fort McPherson, and Tuktoyaktuk.

In addition to overall guidance to the region, the RIWC is responsible for leading the development and implementation of specific programs and services to ensure they will meet the needs of the majority Indigenous population serviced by the NTHSSA BDR. This includes development and leadership of regional and community cultural orientations for all staff, cultural mentorship programs for Indigenous staff and students, and providing advice to supervisors and managers to support the retention of Indigenous staff and to foster a culture of active representation. The RIWC provides ongoing education and influencing change in behaviour and approaches to care by professionals such as physicians, nurses, social workers, and mental health staff who may feel they already have competence in service delivery and be resistant to changing practice or approach. The RIWC is required to develop programming, guidelines, and work with Indigenous groups in order to establish service contracts which will support access to expertise required to create a culture change within the NTHSSA BDR.

The incumbent will be required to recognize verbal and nonverbal communication from a range of cultural, social, and professional backgrounds, and may experience that in the delivery of information, emotional discomfort or resistance may result. The use of multiple senses may be necessary in order to recognize the needs of patients, clients and staff who they come in contact



with. This position requires expert knowledge and problem-solving skills in areas that have limited existing programs, standards, or policies.

Extensive effort may be required to develop and implement new programming and to shift views and practice amongst established professionals.

RESPONSIBILITIES

1. Lead the organization in program development and implementation focused on the incorporation of Indigenous cultures of the BDR into NTHSSA programs and services, including an Elder-in-Residence program, Indigenous Foods program, Language and Culture Liaison program(s), and land-based activities

- Work in collaboration with diverse partners, including regional Indigenous groups, the DHSS, NTHSSA territorial staff, the Regional Wellness Council, community organizations, and local staff, to develop and/or implement guidelines for service delivery and programming.
- Identify cultural experts to be included in the planning and delivery of programs, maintaining a balance of Gwich'in and Inuvialuit representation and gender balance.
- Establish and manage service contracts for Elders and Knowledge Keepers providing services within the NTHSSA BDR.
- Provide oversight, support, and direction to Elders and Knowledge Keepers providing services within the NTHSSA BDR.
- Lead the implementation of an Indigenous Foods program into the Inuvik Regional Hospital (IRH), Transient Centre, and Long-Term Care facilities, with support from the Territorial Nutritionist.
- Lead the incorporation of Indigenous languages into programming, service delivery, and signage.
- Lead the development of culturally safe worksites that reflect the local cultures.
- Lead the implementation of spiritual spaces and practices within the organization that are reflective of the BDR Indigenous cultures.

2. Develop, organize, and deliver regional cultural orientations to NTHSSA BDR employees, in collaboration with regional Indigenous organizations, the DHSS Community, Culture and Innovation Division, the NTHSSA Strategic Human Resources Division, and the BDR Coordinator of Staff Education

- Establish both regional and community specific orientation programs.
- Tailor cultural awareness and orientation training programs to meet the needs of management, frontline, short-term, and long-term staff.
- Tailor awareness and orientation programs to include how to support active representation by Indigenous staff.
- Ensure cultural safety is a key concept introduced during orientation.



3. Develop and implement a cultural mentorship program for staff.

- With a focus on new graduates and students, support Indigenous employees in bringing their cultural knowledge, experience, and ways of being and knowing into the workplace.
- Assist new graduates, students, and other Indigenous staff in bridging cultural barriers that may exist within NTHSSA worksites through supporting, advising, and advocating on behalf of Indigenous students and staff, and advising supervisors and management of cultural barriers with an aim of problem solving and overcoming barriers.
- Create opportunities for Indigenous professionals to mentor Indigenous students and new graduates.
- Coach Indigenous employees on being active representatives within the organizations.
- Utilize Elders and Knowledge Keepers to support and deliver mentorship program.

4. Provide expert advice to the COO, management team, and staff of the NTHSSA BDR in program design and development of programs and practices to ensure cultural appropriateness and inclusion of local Indigenous cultural values and perspectives.

- Act as an advisor to regional management in the development of culturally appropriate programming and service delivery.
- Advise on community engagement and partnerships, including regional and community Indigenous groups, to support program design and development.
- Participate in committee, working groups, advisory meetings, or other forums to provide input and advice on various projects as assigned.
- Provide ongoing education and coaching for staff to support behavioral and practice shifts towards cultural safety and anti-racism, in support and coordination with the Community, Culture and Innovation (CCI) Division.
- Support non-Indigenous staff overcoming challenge of providing culturally safe care to Indigenous clients and patients that results from lack of knowledge and/or understanding of Indigenous culture, knowledge, or ways of being.
- Provide advice to non-Indigenous managers and leaders to better support Indigenous staff, deliver culturally safe and appropriate care, and create an environment which fosters active representation by Indigenous staff.
- Assess frontline and regional requirements for educational materials, tools, and other resources to strengthen staff capacity for cultural safety and anti-racist practice.
- Support the CCI division in the development of educational materials.
- Assist the CCI division in the delivery of workshops, in-service sessions, briefings and presentations.
- Identify and facilitate opportunities to integrate approved cultural safety content and activities within their operational environment.
- Foster a culture of continuous learning and self-reflection and encourage staff to navigate discomfort with humility.



5. **Works with the Indigenous Patient Advocate as needed to serve as a resource and a liaison to service providers outside of the BDR who are providing care services to individuals Indigenous to the BDR, to ensure clients receive culturally appropriate care and remain connected to their communities and culture.**
6. **Workplace Health and Safety. Employees of NTHSSA BDR are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**
 - All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
 - All stakeholders (management, staff, Union of Northern Workers (UNW), and Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
 - All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Often on a daily basis the material often address by the RIWC can be emotional and trigger past trauma or experiences for Indigenous employees and others. Cultural safety training and coaching can challenge individual values and beliefs and cause emotional discomfort and stress. Balancing the need to challenge values without alienating health and social service providers can be mentally challenging and emotionally draining.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Indigenous cultures of the Beaufort Delta Region.



- Ability to build and maintain relationships with regional and community with Indigenous groups and governments.
- Ability to establish and maintain integrity with Indigenous people and regional groups.
- Ability to establish credibility with a range of health and social service professionals, clinical leaders, and administrators.
- Skills related to health and social service program delivery.
- Ability to develop and deliver programs and services that focus on training and development and educating about Indigenous culture.
- Ability to write proposals, guidelines, and oversee contracted services.
- Ability to lead teams, overcome challenges, bridge cultural gaps, and address misunderstandings in a respectful and teaching manner.
- Ability to work independently.
- Interpersonal skills and the ability to interact with a wide range of people with a range of education and professional backgrounds.
- 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 Diploma in Education, Counselling or Business Administration plus two years of related experience.
- Being a person who has lived within the cultures of both Inuvialuit and Gwich'in peoples.
- Experience working with regional Indigenous organizations.
- Two years developing and delivering cultural programming.
- Two years of experience writing proposals and managing contracts.
- Two years of experience in a leadership role.

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: Gwich'in

Required

Preferred

Also, Inuvialuktun, Inuinnaqtun