



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Specialist, Medical Assistance in Dying (MAiD)	
Position Number	Community	Division/Region
48-16621	Yellowknife	Territorial Operations/ Clinical Integration/ Legacy Stanton Redevelopment and Continuing Care Services

PURPOSE OF THE POSITION

The Territorial Specialist, Medical Assistance in Dying (MAiD), is responsible and accountable for managing the strategic planning, monitoring, implementation, and evaluation of an organized MAiD service. This position will be required to focus on case management and follow up for the target population inquiring and requesting MAiD services in all communities in the Northwest Territories (NWT). The incumbent will research the need, logistics, and requirements to ensure the service is Territorial wide and act as a resource person for clients and health care providers across the NWT. The position will be responsible for ensuring services are delivered in accordance with the Criminal Code of Canada, the Department of Health and Social Services (DHSS) Medical Assistance in Dying Interim Guidelines, and other applicable NWT health and social services legislation, policies, procedures, and guidelines.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) 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-indigenous. HSS 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 HSS staff. While the Tłı̄chǫ 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 NWT. 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.

Located in Yellowknife the Territorial Specialist, MAiD will report directly to the Territorial Manager, Continuing Care and is responsible for ensuring the provision of safe, quality care to clients and families requiring MAiD services and to provide reporting on quality outcomes. This position's focus is on the effective delivery and implementation of a Territorial organized MAiD service that will expand beyond Yellowknife to provide equitable access to MAiD services to all eligible residents of the NWT. As a member of the Continuing Care team within the Clinical Integration unit of the NTHSSA, the incumbent will work to develop, implement, administer, coordinate, and evaluate the necessary functions of a territorial organized MAiD service. As well, this position will provide leadership, training, planning, and support to the Continuing Care team throughout all regions of the Northwest Territories and to other program areas that are providing MAiD services.

This position is the lead for the planning, implementation, and evaluation of MAiD and for identifying the requirements for the expansion to a Territorial wide service. The incumbent ensures equitable service is provided to all clients in the NWT no matter the location. The incumbent works closely with the Review Committee at the Department of Health and Social Services (DHSS) and must maintain a good working relationship with DHSS.

The incumbent will be required to apply project management methodology, including but not limited to project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that project implementation is done efficiently and effectively, and the outcomes meet all project requirements.

The Specialist will develop plans for and oversee the implementation of MAiD services in collaboration with Department of Health and Social Services (DHSS), HRHSSA and TCSA. The potential areas for inclusion in this program cover a wide range of services that will impact a significant number of staff in all NTHSSA regions, as well as other HSS Authorities and DHSS. Successful implementation of service plans cannot be realized without highly effective coordination and planning, with specific attention required for change management.

This position will be supporting changes to specific territorial services and initiatives that are often unique nationally. MAiD services in Canada will be changing significantly in March 2024, when persons suffering solely from mental illness will change eligibility and case management for this service. Any changes, plans or analysis will require a high degree of system thinking and collaboration with DHSS, HRHSSA, and TCSA as well as senior leadership at NTHSSA.



This position may be required to supervise students and interns based on the needs, demands, and funding of this service. This position may be required to provide acting coverage for the Territorial Manager, Continuing Care and for other Territorial Specialist positions within the Continuing Care division.

Decisions made by the incumbent regarding the program's development and implementation may directly affect client's well-being and health. The Specialist will be required to handle several complex issues concurrently while maintaining attention to detail, and acts as a resource person for clients as they may be fearful of the pending assessments and outcomes. The incumbent must convey empathy and genuine care while not giving a diagnosis or final outcome. In all situations, the incumbent is expected to remain calm, controlled, and professional, and to demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the healthcare team.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble.

RESPONSIBILITIES

- 1. Case manages the central coordinating service to ensure prompt, efficient and knowledgeable response to inquiries on MAiD and responsible for the case management of clients inquiring and eligible for MAiD.**
 - Responsible for answering and monitoring the central coordinating service line ensuring voice messages are dealt with promptly.
 - Answer questions and provide information in a respectful, culturally sensitive, and non-judgmental manner ensuring that a trauma informed lens is used.
 - Provide information packages as needed to clients contacting the central coordinating service line.
 - Facilitate access to a practitioner able to provide assessment and-or provision of MAiD.
 - Maintain confidentiality during communication at all times.
 - Must be knowledgeable and have understanding of the MAiD process to allow for a seamless transition for clients requiring information.
 - Assesses, plans, implements, documents, and evaluates care to ensure a coordinated holistic approach which best meets the needs of the client.
 - Assists in organizing and coordinating appointments, services, and referrals as required.
 - Ensures that health care professionals and appropriate professionals have the information required for care and client follow-up.



- Conducts comprehensive nursing assessments that include assessments of the clients' ability to cope with their diagnosis and or changing health and support care needs of their life limiting illness continuum; identifies and proactively anticipates potential barriers to accessing care and/or services and incorporates strategies to address or manage them using tools of assessment.
- Collaborates with nursing colleagues and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of clients and others in the setting.
- Identifies physical, psychological, social, sexual, and spiritual needs of clients throughout their life limiting illness continuum and provides supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
- Establishes a therapeutic relationship with persons affected by life limiting illness and their families by being a constant link between client, health team, hospital/health centre, and community services through key transition points along the care continuum.
- Utilizes EMR to input and track client follow-up reminders as required.
- Manages and coordinates the clients MAiD service from point of contact to the CCS up until and not limited to the provision of MAiD.

2. Support health care providers to ensure MAiD services are provided in accordance with relevant NWT Guidelines and Federal legislation.

- Advanced knowledge of all MAiD forms and able to provide practitioners with information to ensure they are completed correctly and submitted to DHSS MAiD Committee within the timeframe established under the Medical Assistance in Dying Interim Guidelines for the Northwest Territories, as amended from time to time.
- Knowledgeable about the relevant, Medical Assistance in Dying Interim Guidelines for the NWT, as amended time to time, and health care provider standards of practice including, but not limited to the awareness of the eligibility criteria and statutory safeguards necessary for a client to undergo MAiD, and the reporting requirements to the DHSS MAiD Committee.
- Knowledgeable about the entire MAiD process including nursing care to clients and family members before, during and after MAiD has occurred.
- Provide information and support to Health Care providers who participate in nursing assessments as a member of the interdisciplinary team, such as aiding a physician or nurse practitioner within the nursing scope of practice as is allowed for MAiD.
- Provide guidance to practitioners completing eligibility assessments as it relates to filling out the required MAiD reporting forms to ensure a seamless process for health care providers and clients.
- May be required to verify that a practitioner has documented and completed the required eligibility criteria and safeguards, and reporting requirements necessary for a client to receive MAiD.
- May be required to assist with timelines and schedules for the provision of MAiD.



- May be required to participate in or assist in the provision of MAiD.
- 3. Perform as Educator and Mentor to ensure health care professionals are educated on MAiD and that clients and families have access to information on MAiD.**
- Provide information and education to clients and families through the provision of suitable resource material appropriate to their learning abilities and readiness.
 - Provide individualized information, education, and support to persons and their families inquiring about the MAiD process ensuring it is individualized to the person requiring the information (i.e., using language they can understand).
 - Mentor and provide related information sessions to health care professionals including but not limited to Registered Nurses, Personal Support Workers and Social Workers.
 - Responsible for the leadership of planning and facilitating education sessions for a variety of HSSA staff.
 - Monitor and evaluate education sessions and advocate for changes that need to occur for MAiD education.
 - Research and implement best practices as it relates to MAiD.
 - Participate in and lead Regional education and awareness sessions as necessary.
 - Provide DHSS with information about utilization, education and themes related to MAiD.
- 4. Ensures the provision of safe, quality care to clients and families of MAiD services, and provides reporting on quality indicators to NTHSSA senior management.**
- Promotes the MAiD service delivery and works to ensure the participation of the targeted population for clients/families inquiring about the services.
 - Develops and maintains a working relationship with practitioners who are MAiD accessors and providers.
 - Collects and submits program indicator data on a quarterly basis to NTHSSA senior management.
 - Collects and submits service data on an annual basis to the NTHSSA and DHSS-Continuing Care Division.
 - Promotes advancement in relevant knowledge for all staff involved in MAiD services, including the development of an educational repository (articles, latest research, upcoming webinars) that is available to all staff.
 - Analyzes data in order to complete regular reports and presentations which may include recommendations for improvement, trends within target population, and comparison to national standards and other organized MAiD programs in Canada and communicates this information to stakeholders in a timely manner.
- 5. Establish procedures and processes in consultation with NTHSSA management in order to support quality improvement and efficiency in the delivery of MAiD services throughout the NWT.**



- Coordinates and assists with the reviews and updates of the policies and procedures for the program on a regular basis at a minimum of every two years.
- Maintain acute awareness and knowledge base specific to symptom management issues that can occur during the provision of MAiD, programs, and project/program planning.
- Engages stakeholders to understand the needs of the various communities of the NWT to collaborate on the development of a territorial MAiD service.
- Ensures appropriate allocation of resources available to the service by having knowledge of budgets and keeps expenditures within set budgets.
- Research the needs of the various communities in the NWT to collaborate on MAiD related processes.
- Develop a yearly work plan, which is reviewed by NTHSSA management and shared to outline the goals of MAiD services and to provide a basis for measurable outcomes.
- Builds working relationships with each site (Long Term Care Facilities, Home Care Programs, Hospital Facilities, and Health Centers) stakeholders and the DHSS to ensure service success in addition to identifying each respective roles and responsibility. This may include travelling to sites when requested.
- Participate in education in-services as required.
- Work collaboratively with the territorial continuing care team and other program areas to navigate MAiD processes.
- Use data obtained from evaluations and quality improvement surveys to further improve the provision of MAiD.
- Maintain and ensure data collection is accurate and complete to track outcomes and statistics for quality assurance.
- Responsively recommend changes to MAiD navigator activities and accountabilities based on trend analysis and evidence based practice initiatives.
- Set objectives and priorities in consultation with Territorial Specialist, Palliative and Long Term Care.
- Participate on working groups and committees as required and maintain relationships with DHSS, other territorial divisions and out of territory MAiD networks.
- Participate in the development, implementation, and evaluation of standards relative to MAiD with NTHSSA, TCSA, HRHSSA and DHSS.
- Contribute to the creation of policies and procedures for provision of MAiD in the NWT and ensures adherence to legislation.

6. Assists and supports the Territorial Manager, Continuing Care and/or Senior Management and members of the Continuing Care team as requested.

- May be requested to act in the role as the Territorial Manager of Continuing Care, this would include assuming responsibility for Long Term Care programs, Home Care programs, and Palliative Care services as well as maintaining and fulfilling the requirements of the position of Territorial Specialist, MAiD.



- Champion inter-professional collaboration among nursing, medical, and allied health professionals to achieve optimal client care/service outcomes and effective integration of care.
- Works with the Territorial Manager of Continuing Care to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expectations.
- Advises the Director of Legacy Stanton Redevelopment and Continuing Care Services and the Territorial Manager of Continuing Care of significant developments in health services that could have implications for operations including making recommendations for corrective actions.
- Role models inter-professional relations for quality care and management practices.
- Provides orientation to new program staff.
- Provides follow-up on client concerns, provides timelines and information feedback to the Territorial Manager of Continuing Care, and/or Senior Management to be able to handle the client concern.
- Acquires more information on a particular incident and reports the findings to the Territorial Manager of Continuing Care, and/or Senior Management.
- Participates in and represents the NTHSSA on regional and territorial committees, as requested.
- Provides client and family centered case management and clinical support.
- Conducts detailed health assessments in conjunction with nursing assessment tools, such as the Putting Patient First form, when required.
- Identifies physical, emotional, psychosocial, sexual, and spiritual needs of individuals and provides supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
- Co-ordinates additional follow up for clients who are going through the MAiD assessment process.
- Obtains, reviews, and enters relevant information regarding MAiD services that are provided to the client, such as education and teaching, application process, into the clients' EMR.
- Applies knowledge and critical thinking skills to prioritize care.
- Identifies clients requiring urgent care/follow-up and arranges transfer of care to appropriate level of providers (i.e., Practitioner services, home care programs).
- Maintains client and administrative records following professional and legal guidelines in a confidential, concise, and accurate manner.
- Consults and seeks feedback and guidance where necessary from the appropriate higher level provider on challenging or complex clients.
- Working with the Territorial Manager, Continuing Care develops and presentations to senior leadership about MAiD services and data as required.

7. Facilitates, implements, and modifies client and family education/teaching, based on the needs of the client in conjunction with other members of the health care team.



- Uses a holistic approach honoring Indigenous knowledge, wisdom and diversity, to promote client centered learning to individuals and their families to promote symptom management and decrease suffering.
- Assess the individual for physical and psychological needs, their knowledge of their health, disease process and leaning needs.
- Explain the MAiD application process and preparation for any other appointments/diagnostic procedures that may be needed to determine eligibility for MAiD services.
- Provides an avenue for answering client questions.
- Works with members of the Continuing Care team to provide education sessions to the health care community on the MAiD service and application process.
- Develops, revises, and evaluates, on an ongoing basis, educational resources necessary to support clients.

8. Champions, facilitates, supports, and promotes a culture of teamwork.

- Contributes to a positive, strengths-based team environment; receives and shares information, opinions, concerns, and feedback and supports team colleagues.
- Works collaboratively to build rapport and create supportive relationships with team members both within the Continuing Care team and across the organization.
- Develops a supportive rapport with individuals and their families to facilitate collaborative relationships.
- Makes frequent decisions about the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinates and participates in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Collaborates proactively with all team members utilizing a client centered approach to facilitate and maximize healthcare outcomes.
- Communicates effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality client care.
- Acts as a resource person for healthcare providers across the Territory.

9. Workplace Health and Safety (WHS): Employees of the Authority 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, UNW, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our WHS Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All supervisors play an active role in WHS 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 conditions.

Sensory Demands

No unusual conditions.

Mental Demands

This position will deal with death and dying and persons dealing with life limiting illnesses on a daily basis (90% of the time).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation and evaluation) and current nursing practice to ensure that the patients' diverse physical, emotional, psychosocial, cultural, spiritual and educational needs are met.
- Knowledge of biological, physical and behavioral sciences in order to recognize interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and/or the ability to acquire and apply knowledge of the Criminal Code of Canada as it pertains to the provision of MAiD.
- Knowledge of the grief process and issues surrounding death and dying.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Knowledge of report writing and the ability to coordinate a wide variety of activities and objectives including ensuring documents are submitted to stakeholders.
- Knowledge of and an ability to network with resources within and outside the NTHSSA (i.e. referral to other services) in order to ensure support of clients and their families.
- Knowledge of project management standards, techniques and methodologies.



- Human relations and motivational skills to deal with day-to-day staff issues as well as the interests of stakeholders within and outside the NTHSSA.
- Ability to acquire and apply knowledge of the Medical Assistance in Dying Interim Guidelines for the Northwest Territories, as amended from time to time.
- Ability to apply expertise in health care to new and evolving situations within scope of practice as outline by the Registered Nurses Association of the Northwest Territories and Nunavut (RNANTNU).
- Ability to educate clients and their families on appropriate self-care methods and techniques.
- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records (EMR) and other computer systems as needed.
- Ability to be a team leader and/or team member.
- Ability to develop project communication plans and material for internal and external stakeholders.
- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- Ability to function independently and to work effectively with others.
- Ability to engage in self-reflection to learn about personal biases and assumptions.
- Caring for individuals/families diagnosed with terminal illness and in providing palliative care, advanced care planning, bereavement or mental health services would be an asset.
- Experience with the delivery of MAID and/or experience working with oncology patients would be an asset.
- 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 Baccalaureate of Nursing and ten (10) years of recent experience in a clinical health care setting.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices.

Must be registered with RNANT/NU.

Within the NTHSSA health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS
- Certification in Health Care Provider CPR
- Fire Safety Training
- IV Therapy
- Nonviolent crisis intervention
- Suicide Risk Assessment training
- Training as required by Accreditation Canada
- LEAP Training

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: Select language

- Required
- Preferred