



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Foster Care and Adoption Services	
Position Number	Community	Division/Region
48-8227	Yellowknife	Child, Family and Community Wellness

PURPOSE OF THE POSITION

The Supervisor, Foster Care and Adoption Services (SFCAS) is responsible for ensuring the effective delivery of Adoptions, Foster Care Services, and for providing clinical leadership through clinical supervision and administrative oversight to frontline Foster Care and Adoption staff.

The overall function of this position is to ensure children, families and communities receive equitable, culturally safe based access and quality of service provision from staff. Ensuring services are delivered consistently and in alignment with the Department of Health and Social Services policies and legislation, and the Northwest Territories Health and Social Services Authority's strategic plan and policies.

The effective delivery of a full range of Adoption and Foster Care Services will involve providing professional and developmental leadership to foster care and adoption workers within the Northwest Territories Health and Social Services Authority (NTHSSA) along with supervising the financial, personnel, and administrative functions for these program areas within all five (5) regions of the NTHSSA.

The SFCAS works closely with internal and external stakeholders to use appropriate resources for the delivery of the highest level of quality care and service at the most appropriate cost.

This position provides direct supervision to the four Foster Care and Adoption Workers in Yellowknife and will report directly to the Manager of Placement Resources, Child and Youth Services (MOPRCYS).

SCOPE



The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ 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 include 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 Tłı̨chǫ 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 an integrated delivery system as part of the government's transformation strategy.

The legacies of colonization, assimilation policies such as residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is expected to honour and promote a culturally safe environment at all times.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long-term goal of improving health outcomes for Indigenous peoples.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remains significant disparities in their overall health status in comparison to non-Indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism.

Indigenous families and their children are disproportionately overrepresented in the Child and Family Services system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack of culturally safe and accessible supports. These factors have impacted the way health and social services are delivered and accessed by Indigenous



peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe after interacting with staff in the Health and Social Services system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, the Regional Supervisor, Child and Family Services position is responsible to promote and support a system-wide shift towards prioritizing family support, culturally-based prevention and intervention, and family and community-driven programming that supports the health and wellbeing of all families who are struggling with multiple barriers to safely stay together.

The incumbent is expected to practice from a perspective that is trauma- and violence-informed, anti-oppressive, strengths-based and family centered approach and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful, and humble. The incumbent employs self-reflection to encourage the professional growth of self and others.

Located within one of the five regions of the NTHSSA, the Supervisor, Foster Care and Adoption Services (SFCAS) will report directly to the Manager of Placement Resources, Child and Youth Services (MOPRCYS). The SFCAS ensures effective coordination of services and proper service delivery in Foster Care and Adoption through direct oversight by the MOPRCYS, regular liaison with Regional NTHSAA leaders, Department of Health & Social Services (DHSS), Community Leaders, and other Government Departments and Non-Government Organizations.

The SFCAS is responsible and accountable for ensuring that all child and youth foster care and adoption services meet the needs of client groups in accordance with the appropriate legislation, regulations, and policies. This role will specifically focus on ensuring that children placed outside of the familial home maintain family, cultural and community connection. In addition, this position will be assessing and analyzing opportunities to always reassess potential for reunification with biological parents or other family members.

The SFCAS will be called upon to address a variety of concerns daily. These will range from addressing client's or foster caregivers' complaints, providing consultation and recommendation to reporting staff, Territorial Leads, other Regional or Territorial Supervisors, and representing the NTHSSA in meetings, on committees or conferences. The SFCAS is responsible for ensuring there are sufficient resources and appropriate services in place to support Child and Family Services clients and families of the Northwest Territories.

The SFCAS is responsible for co-leading the development, implementation, and monitoring of processes for community engagement to support reconciliation in child welfare and to ensure



that placement resources are culturally safe and responsive to the needs of families and communities.

This position will also work with their Manager and the other Regional and Territorial Managers/Supervisors, and other stakeholders, to determine Territorial priorities in the provision of services, programs and resources provided by the Child, Family and Community Wellness division. This collaboration will include recommendations on the strategic direction for the provision of foster care and adoption services.

Providing appropriate, timely and effective services is essential to building and maintaining a healthy community. Positive decisions and partnerships have a positive effect in supporting a culture of health and wellness within the community. The TSFCAS actively participates in the development of the NTHSSA's operational plan to ensure effective, consistent, and quality delivery of Child, Family, and Community Wellness initiatives. This role is responsible to take a proactive approach in the identification of key issues and goals through collaborative interaction with the NTHSSA Regions, TCSA and HRHSSA.

This position is responsible in collaboration with the Manager of Placement Resources, Child and Youth Services for recruiting, training, and supervising all direct reports. This position will support their direct reports in their development of healthy relationships with foster caregivers, colleagues, and communities through clinical supervisor with each staff member.

The SFCAS must provide a healthy, creative, and supportive environment for all Child, Family and Community Wellness staff by encouraging open dialogue, feedback mechanisms, and opportunities for input and staff recognition. This position carries out its responsibilities in accordance with the Government of Northwest Territories' (GNWTs) acts, regulations, policies, and departmental procedures that include the *Health Information Act*, the *Public Service Act*, *Public Service Regulations*, *Child and Family Services Act*, *Public Guardian Act*, *Mental Health Act*, *Human Resource Manual*, *Staffing Appeals Regulations* and various other government policies. Also, the incumbent must work within the terms of any agreement reached with NWT unions.

RESPONSIBILITIES

1. Supports and facilitates collaboration between NTHSSA, DHSS and Regional/Authority teams across the NWT to strengthen the focus on cultural safety, along with assessing for any opportunities for quality improvements in delivering foster care and adoption services.

- Promotes community awareness of the role of foster care and adoption support to enhance community development and enhance the effectiveness of service delivery.
- Recognizes the cultural diversity of the communities and incorporates this into the planning and delivery of foster care and adoption services in each region.



- Connect with clients, stakeholders, Indigenous Government's and Organizations, community resources for review and resolution of complaints and concerns and improvement of foster care and adoption services in each region.
- Lead the implementation of a customary care model in all regions in partnership with Indigenous Governments, communities and in collaboration with DHSS.
- Ensure that reporting tools are being completed and capture statistics on activities and interventions undertaken by each region as well as tools and processes for communicating and collaborating with regional staff.
- Assesses and makes recommendations to the Manager of Placement Resources, Child and Youth Services on how services can be enhanced to further improve outcomes.
- Supports, coaches and mentors others to succeed with changes occurring.
- Works with the Regional Manager, Child and Family Services to complete a yearly territorial report based upon the statistics provided.
- Implement actions and recommendations specific to the continuous quality improvement activities within Child, Family and Community Wellness.

2. Ensure Yellowknife Region foster care and adoption resources receive appropriate, quality, and timely support, training, and compensation.

- Provide guidance through working with DHSS, NTHSSA, Region Supervisors, Managers and Community Social Service Workers in the delivery and implementation of a training program, in keeping with the philosophy and vision of the program.
- Work with staff to develop an orientation package for foster caregivers.
- Ensure an orientation is provided to new foster caregivers.
- Complete the approval and sign off annual foster home reviews for the NTHSSA and ensure follow-up on recommendations for training and any other items related to enhancing the program.
- Identify training needs for foster caregivers, community placements; develop training resources and venues to meet identified training needs.
- Assist the NTHSSA and Regional management team with the development of operational standards, policy, and program manuals. Research and identify methods of improving efficiency and effectiveness of the delivery of placement services.

3. Leads, directs, and oversees the promotion, recruitment, retention, training, quality, and monitoring of foster resources.

- Support and facilitate collaboration amongst NTHSSA, TCSA, HRHSSA and DHSS teams across the NWT to strengthen Foster Caregiver services.
- Work collaboratively with the training team and DHSS to develop interactive, multi-modal training curricula specific for FCA Workers as well as Foster Caregivers.
- Create and implement a framework for improving the retention and recruitment of foster caregivers and adoptive parents, specifically kin placements.



- Measure the quality and effectiveness of FCA services in the NWT using indicators such as client service experience, available data, and other system methodologies.
- Assignment of all foster care and adoption related work.
- Review and sign off all foster home studies, annual home study reviews, quality of care reviews, case notes and any other required documentation.
- Review and sign off all foster care and adoption related documents within the Matrix database.
- Review and approval of all adoption home studies in the NTHSSA.
- Evaluate Foster care and Adoption services outcomes.
- Develop and implement biannual surveys with the TMCYP for foster caregivers to assess, evaluate and understand their experience within CFS; adjust programming accordingly and use data to inform practices.
- Make recommendations and support the Regions to enhance services and service livery and further improve outcomes.
- Ensure that all CFS staff across the NWT have access to adequate training and professional development.
- Ensure that foster caregivers and adoptive parents across the NWT have access to adequate training and professional development.
- Collaborate with the Foster Family Coalition - NWT (FFC-NWT) to support the work of the organization in ensuring foster caregivers receive ongoing training and support.
- Continue the work of building the partnership with FFC-NWT to ensure trust, transparency and interdependence and explore how this relationship can be further developed.

4. Champion inter-professional collaboration amongst your staff with their regional community social service workers (CSSW) colleagues, community counselling team, foster families, local RCMP, nursing, medical and allied health professionals and key regional and community stakeholders to achieve optimal client care/service outcomes and effective integration of care.

- Establish and maintain effective relationships with the Regional FCA staff, and Regional Supervisors.
- Liaise with the FFC-NWT and the Department of Health and Social Services.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
- Advises the Manager of Placement Resources, Child and Youth Services 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, focusing on building respectful and trusting relationships with foster caregivers and adoptive parents.



- Provide educational opportunities for other allied services connected to foster care and adoption.

5. Provide clinical supervision and manage staff and resources effectively and promote safety, quality care and services, and evidence-based practice

- Train, coach, mentor, supervise staff, and monitor the completion of work, and ensure compliance with the Child and Family Services legislation and standards.
- Provide regular scheduled clinical supervision in alignment with any clinical supervision policies.
- Review all court documentation, including affidavits, notices of motion, court orders, originating notices, adjournment orders, case plan reports, and other documents as required by the court.
- Assign cases and other job responsibilities to staff and ensure workloads are equitable amongst staff.
- Monitor compliance of staff in carrying out the terms and conditions outlined in legislation, standards and policies and arrange reviews when required.
- In conjunction with the TMCYPS facilitate and/or review file audits in all programs on a consistent basis, provide results of file audits and recommendations to applicable staff, and devise action plans as per quality assurance.
- Carry out administrative duties in compliance with labor relations policy, human resources policy, and the UNW Collective Agreement.
- Work in conjunction with the Manager of Placement Resources, Child and Youth Services and Human Resources staff to recruit, interview, and recommend employees for hiring to fill vacant positions; and
- Provide monthly activity reports to the TMCYPA, outlining caseloads, activities, issues, and recommendations
- Model and ensure a respectful work environment
- In conjunction with the TMCYPS coordinate the core competency framework implementation with staff.
- Complete annual staff evaluations on direct reports, and monitor work objectives, core competencies, strengths, and weaknesses on consistent basis.

6. Promote evidence-based models of care and services for family support services and program, community social services workers, early intervention, foster care, and adoption services.

- Promote clinical/service and frontline management decisions that are client and family centered, including foster families in that focus.
- Support the development of a process through which foster caregivers can provide feedback and share complaints.
- Create a clinical forum for foster care and adoption to support the ongoing growth and development of this area of practice.



- Promote and inspire leadership and 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.
- Monitor and approve/deny staff leave requests within operational and policy requirements.
- Monitor and approve/deny staff timesheets.
- Monitor overtime and ensure equitable balance amongst staff.
- Monitor the mandatory rest period and ensure staff compliance.
- Develop and monitor the on-call schedule and review staff's reported timesheets for accuracy.
- Consistently report to the Manager of Placement Resources, Child and Youth Services on program operations, caseloads, and monthly statistics.
- Complete performance evaluations annually in the Human Resources electronic database.
- Develop and support any performance improvement plans or other required HR related interventions to address performance concerns.
- Ensure staff have access to resources to support their overall health and wellness and promote and model self-care.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Exposure to numerous interruptions that would cause disruptions in carrying out ongoing duties in a timely manner.

Exposure to crisis situations requiring immediate attention and discussion.

Exposure to emotionally disturbing experiences.

Dealing with unknown factors, uncontrolled workflow and overlapping demand.



Periods of concentration and attention to detail which can cause mental and emotional fatigue and strain.

Approximately twenty-five percent (25%) of their time will be spent travelling to NWT communities and other Territories and/or Provinces. Travel will be by road and aircraft during all seasons when conditions may be poor.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management.
- Knowledgeable of *the NWT Child and Family Services Act, NWT Adoption Act, Bill C-92 An Act respecting First Nations, Inuit, and Métis children, youth and families (the Act), NWT Mental Health Act and Health Information Act.*
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of total quality management or continuous quality improvement processes.
- 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.
- Knowledge of administrative policies and practices to territorial systems.
- Interpersonal skills including effective communication, coaching and motivation is essential to assist staff and stakeholders to accept change.
- Written and oral communication skills, including listening, observing, identifying, and reporting.
- Computer skills include word processing programs and spreadsheets.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to apply creative and innovative approaches to policies within child and family services to meet territorial needs.
- Ability to build partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Ability to acquire knowledge relevant to labour relations principles and processes.
- Ability to be sensitive to geographic and cultural needs of people and understand how community and culture impact the delivery of health and social services.
- 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 degree in Social Work (BSW) and a minimum of three (3) years of foster care and adoption related experience in Child and Family Services as well as one (1) year supervisory experience.

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: Select language

- Required
- Preferred