



**Tłıchǫ Community Services Agency**  
**Do, Nàke Lani Nàts'etso – Strong Like Two**

**IDENTIFICATION**

Department	Position Title	
Tłıchǫ Community Services Agency	Quality Specialist, Child and Family Services	
Position Number	Community	Division/Region
27-94004	Behchokǫ	Child and Family Services / Tłıchǫ

**PURPOSE OF THE POSITION**

The Quality Specialist, Child and Family Services ensures that the Tłıchǫ Community Services Agency is aligned with best practices in child and family services within the Tłıchǫ region. This position performs region wide CFS quality improvement and quality assurance activities to ensure safe care to children, youth, and families, including but not limited to the auditing of the CFS files, data and programs.

**SCOPE**

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłıchǫ communities of Behchokǫ, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, continuing care and independent living.

The Tłıchǫ Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create program and services, that recognize the strength and importance of two cultures. Local Tłıchǫ and non-Tłıchǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchokǫ, the Quality Specialist, Child and Family Services (Quality Specialist) reports to the Director, Child and Family Services (CFS), and is recognized as an expert on CFS practice, quality risk management, quality improvement and quality assurance.

The Quality Specialist leads the implementation of key standards, protocols, and policies that drive child and family services best practices by providing education and support to staff and performing quality improvement and quality assurance activities to ensure safe care to children, youth, and families, including but not limited to the auditing of all CFS work.

This position provides policy direction and decision-making support to the Director of CFS on the most complex of child protection matters, especially those that have significant statutory, legal, and risk related impacts. This involves the provision of decision-making support to complex individual cases, with the special perspective that includes thorough knowledge and understanding of CFS legislation, standards, procedures, policies, risk management, quality management and related legal and ethical considerations. The incumbent is required to support children and youth with extremely challenging behaviors, who have experienced significant emotional trauma related to abuse and/or neglect and may have a variety of complex medical conditions. The Quality Specialist is also involved in shaping the quality improvement and quality assurance agenda for the region through a review of existing best practices and a consideration of our Tłchq culture, language, and way of life in related training and education of staff.

This position works in partnership with the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Authority (NTHSSA), and Hay River Health and Social Services Authority (HRHSSA). Other resources that the incumbent will need to collaborate with to provide community supports include RCMP, Mental Health, Health Services, Income Assistance, the local Indigenous Governments, along with other stakeholders. It is important for the incumbent to develop positive working relationships with the various resources to provide optimum services to the children, youth and families with whom they work with.

This position exposes the incumbent to challenging situations involving CFS, Foster Care, Adoptions and stories, shared by clients and their families, of residential school, 60s scoop, being in the child welfare system and the abuse and trauma experienced. The incumbent will need to understand the traumatic history and work towards reconciliation in a culturally safe and anti-racist manner.

## **RESPONSIBILITIES**

### **1. Implement CFS Standards, Procedures, Policies, and Directives on behalf of the Director of CFS.**

- Communicate/educate staff using multiple forms of communication, on CFS standards, procedures, policies, directives.
- Consult with staff on the impact of new CFS standards, procedures, policies, directives, and whether they are meeting their intended objectives.
- Provide updates to improve the quality of policies to better support the frontline and operations.
- Monitor and evaluate compliance to CFS standards, procedures, policies, and directives.

- Provide feedback, support, and direction to staff to help them improve compliance with requirements.

**2. Monitor and evaluate the quality of care provided by the CFS and support strategic approaches in quality improvement and quality assurance.**

- Conduct regular audits, to assess CFS Services effectiveness; and compliance with CFS standards, procedures, policies, directives.
- Conduct regular audits, to assess compliance with Adoptions Services standards, procedures, policies, and directives.
- Develop, coordinate, and facilitate training and as required.
- Identify challenges that may be impeding quality care and quality-based CFS Program and provide recommendations, support, information, and/or direction to support quality improvement and quality assurance.
- Establish processes for soliciting feedback from staff, clients and/or other key stakeholders on client/stakeholder experience and recommendations for improving experience. Inform the CFS Director on client/stakeholder feedback and support the system in developing quality improvement planning.
- Monitor quality of care issues in CFS through the Matrix system, using this technology to provide insight into practice challenges, quality control issues, compliance issues.
- Provide information, insight and work collaboratively with Director of CFS to establish quality improvement initiatives to address deficiencies.
- Participate in formalized quality improvement processes

**3. Provide direction, and/or support and advice to staff, including senior and middle management, to effectively address complex CFS quality and risk issues.**

- Review all significant incidents pertaining to CFS, and provide recommendations, direction, or advice for each incident.
- Ensure that all significant incidents are appropriately addressed and that there are appropriate risk mitigation strategies to prevent future incidents.
- Assist the Director of CFS, in responding to formal complaints or information requests received by the TCSA or DHSS.
- Assist with the completion of briefing materials.
- Consult with the Director of CFS on significant incidents in which harm occurred to a child, youth, parent, or other stakeholder, in their experience with the CFS system.
- Educate the staff on potential approaches and processes that should be put into place to mitigate risks.
- Provide information to staff on significant incidents and near misses, to educate the staff on potential risks and processes that should be put into place to mitigate risks.
- Participate in file reviews for cases in which a child and youth, family member, or system stakeholder was harmed, as per direction of the Director of CFS and DHSS.
- Provide consultation, support, and direction to staff, on complex CFS cases and/or cases in which harm has occurred to a client or stakeholder. Follow up to ensure that matters are appropriately addressed.
- Review existing training and identifies gaps/issues, providing recommendations for improvement.

- Monitor the training delivery to ensure a standardized approach, and that training requirements are successfully met.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and/or the ability to acquire knowledge of CFS and Adoptions Services legislation, standards, procedures, directives, policies, legal requirements, and risk management requirements.
- Knowledge of program management.
- Knowledge of continuous quality improvement processes.
- Knowledge of mental health disorders including addictions, behavioral disorders, and disabilities.
- Knowledge of trauma and trauma related behavioral disorders.
- Knowledge and application of clinical approaches used to address mental health, addictions, and other related clinical conditions that are related to child protection issues.
- Ability to be sensitive to cultural and geographical considerations to assist in identifying concerns, assessing, and discharging children/youth/families from treatment facilities.
- Communication, documentation, and interpersonal skills with the ability to work with CFS and Adoptions Services system leaders, senior/middle management for service providers, and all levels of staff.
- Ability to work independently, exercising sound organizational and prioritization skills with the ability to manage challenging situations.
- Ability to apply creative and innovative approaches to standards, procedures, policies and directives with CFS and Adoptions Services to meet territorial needs.
- Written and oral communication skills including listening, observing, identifying, and reporting.
- Skilled in advocacy, contract negotiations, conflict management/resolution, financial management and budgeting.
- Assessment skills with respect to clinical presentation and clinical decision-making skills.

- Organizational skills, including ability to prioritize complex issues, time management, analytical facilitation, and presentation skills.
- Assessment and clinical decision-making skills with respect to clinical presentation.
- 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 Bachelor of Social Work and three (3) years of experience in Child and Family Services.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- 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