



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

IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Cultural Lead, Child and Family Services	
Position Number	Community	Division/Region
27-94013	Behchokǫ	Health & Social Program/ Tłıchǫ

PURPOSE OF THE POSITION

The Cultural Lead, Child and Family Services is responsible for the delivery of culturally relevant Child and Family Services programs in the Tłıchǫ region of the Northwest Territories (NWT). The incumbent provides consultation to staff and community members, coordinates and manages direct service delivery within the context of appropriate legislation, policies and standards. The incumbent promotes an understanding and appreciation of the Tłıchǫ culture, language and way of life, through service delivery, community engagement, and collaboration with local Indigenous Government and stakeholders.

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, Gametì, Wekweeti and Whatì. 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 Behchokq̃ the Cultural Lead, Child and Family Services (CFS) reports to the Regional Supervisor, Child and Family Services, and is responsible for supporting and ensuring the delivery of culturally appropriate, community-based services for children, youth, and families within the Tłı̨chq̃ Region.

The Cultural Lead, CFS plays a critical role in integrating cultural knowledge, traditions, and values into Child and Family Services (CFS) practice. This position supports frontline child protection workers, foster care and adoption social workers, family preservation workers, and their supervisors by providing cultural guidance, training, orientation, placement support, and ongoing cultural consultation for children, youth, and families.

The incumbent is expected to maintain regular consultation with their supervisor and to collaborate closely with community partners to ensure coordinated and culturally responsive service delivery. Key partners include the RCMP, Mental Health and Wellness Services, Health Services, Income Assistance, local Indigenous governments and organizations, and other relevant stakeholders. The Cultural Lead, CFS must establish and maintain positive working relationships with these partners to ensure optimal outcomes for children, youth, and families.

During off hours the incumbent may receive calls and be required to respond to various situations.

The incumbent is often required to provide support to foster parents who may conflict with a Social Worker. This can create conflictual relationships with co-workers which requires a high level of mediation and interpersonal skills to manage.

RESPONSIBILITIES

1. Provide leadership grounded in Indigenous culture, values, and community knowledge to support prevention, early intervention, and the overall well-being of children, youth, and families.

- Collaborate with Elders, cultural knowledge holders, Indigenous governments, and community organizations to strengthen culturally appropriate supports and services.
- Identify service gaps and partner with community agencies to develop culturally relevant resources and responses to identified needs.
- Participate in ongoing evaluation programs, cultural resources, and prevention initiatives to ensure effectiveness and cultural relevance.
- Facilitate and co-facilitate culturally based workshops, groups, and traditional activities, as required.
- Participate in and/or facilitate community meetings addressing social issues and child and family well-being.
- Develop, deliver, and support culturally informed prevention and protection services for children, youth, families, and caregivers.

2. Use a culturally responsible approach in the delivery of CFS programs in accordance with applicable legislation and the policies and standards of the TCSA and the Department of Health and Social Services (DHSS).

- Provide intake services in a culturally respectful and trauma-informed manner, supporting understanding of processes, rights, and available supports.
- Participate in child protection investigations by contributing cultural knowledge and community context to safety, risk, strengths, and needs assessments, and supporting culturally appropriate interviews, including forensic interviews when required.
- Collaborate with children, youth, families, and Indigenous organizations to develop culturally appropriate goals and outcomes for all types of case plans, ensuring family voice, cultural identity, and community supports are reflected.
- Support the development, implementation, and review of Plans of Care and Case Management by integrating cultural practices, and community resources, and by participating in ongoing evaluation of progress with children, youth, and families.
- Coordinate and participate in Plan of Care Committees, ensuring culturally respectful engagement, inclusion of family and community representatives, and alignment with cultural values and best interests of the child.
- Support court-related activities by assisting with preparation of documentation, providing cultural context and input into reports, participating in court proceedings as required, and consulting with legal counsel to support culturally informed decision-making.
- Participate in foster home assessments and approvals, including home studies, annual reviews, quality of care reviews, and investigations, with a focus on cultural safety, caregiver capacity to support identity, and community connections.
- Support recruitment, orientation, training, and development of caregivers by providing cultural education, guidance, and ongoing consultation related to caring for children in culturally respectful ways.
- Support placement decisions by promoting priority placement within family, extended family, or community, and by providing cultural input to ensure placement stability and continuity of identity.
- Monitor foster placements through minimum contacts, supporting caregivers and children while ensuring compliance with policies and standards.
- Maintain CFS physical and electronic files in accordance with legislation, policies, and confidentiality requirements, ensuring accurate documentation and Indigenous Governing Bodies (IGB) notifications.
- Complete required activity data to support reporting, service planning, and ongoing evaluation, and submit information to the supervisor as required.
- May be required to provide emergency on call services after normal working hours and weekends.

3. Provide Voluntary Support Services to Children, Youth, and Families.

- Provide voluntary, culturally appropriate support services that respond to identified needs and build on family and community strengths.
- Deliver culturally informed crisis intervention and short-term support during emergency or high-risk situations.

- Coordinate referrals and access to culturally relevant services, supports, and prevention programs, including mental health, counseling, healing, and community-based supports.
- Support service delivery to other TCSA communities, virtually or in person, as required.

4. Provide Cultural Supports within Foster Care and Adoption Services.

- Support foster care and adoption processes by ensuring cultural identity, family connections, and community ties are prioritized for children and youth.
- Participate in home studies, assessments, and documentation, providing cultural guidance throughout the approval process.
- Assist with foster parent recruitment, emphasizing culturally safe caregiving and community-based placements.
- Develop and facilitate cultural orientation, training, and ongoing learning opportunities for foster parents and caregivers.
- Maintain regular contact with foster parents to provide cultural support, guidance, and connection to community resources.
- Support adoption processes in accordance with policies and procedures, ensuring cultural continuity and identity planning.

5. Provide Response and Resources for Family Violence Situations

- Provide culturally responsive assessment, safety planning, and support in family violence situations.
- Facilitate referrals to shelters, safe homes, or culturally appropriate alternative supports.
- Conduct interviews and provide short-term culturally informed counseling and support to children, youth, and families affected by family violence.
- Collaborate with community partners to develop, recruit, and maintain culturally safe homes and community-based safety options.

6. Workplace Health and Safety

- Employees of the TCSA are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace that is anti-racist and culturally safe is everyone's responsibility and right.
- All Employees have a professional and personal responsibility to perform their duties in accordance with health and safety regulations, standards, practices and procedures.
- All stakeholders inclusive of management, staff, Union of Northern Workers (UNW) and Workers' Safety and Compensation Commission (WSCC) need to ensure our Joint Workplace Health and Safety Committee works effectively with a shared purpose of continuous quality improvement in health and safety.
- All Employees play an active role in Workplace Health and Safety through their daily activities in identifying risk, prevention and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

There may be environmental risk involving infection and transmission when meeting clients.

Sensory Demands

The incumbent must practice active listening on a daily basis which requires intense concentration. Intensity is high because emotional situations can distort communications. Errors in understanding, interpretation, and communication can result in a significant negative impact on children and families.

Mental Demands

Decisions affecting children's and families' futures are frequently made in stressful situations under time duress, one hour daily, intensity and duration is high.

The incumbent may experience unexpected outbursts in and out of office setting, and be exposed to emotionally disturbing experiences and crisis situations with unforeseen outcomes. There must be an ongoing awareness of potential for physical assault when responding to calls in unsecured situations such as homes to investigate child abuse allegations and/or apprehend children.

Travel may occur on small planes and ice/winter roads and through adverse road and weather conditions when traveling to or from the different communities in the Tłı̨chǫ region.

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 all applicable anti-racist and cultural safety frameworks and practices.
- Knowledge of Social Work standards of practice, ethics and policies.
- Knowledge relating to colonization, Canada's assimilation policies, residential school, child welfare legacy in Canada, and impacts upon Indigenous population.
- Knowledge and ability to implement social work theories, practices and procedures.
- Knowledge of child development, family dynamics, risk assessments, resiliency, and the impact of trauma and child protection theories and models of practice.
- Cultural knowledge of Tłı̨chǫ language, traditions, values, and governance.
- Written and verbal communication skills

- Ability to collaborate with Elders, cultural knowledge holders, Indigenous governments, and community organizations to strengthen culturally appropriate supports and services.
- Investigation, Counseling and Case Management skills.
- Skills relating to operating systems, word processing, spreadsheets, presentation software and email and scheduling software.
- Interpersonal, mediation and conflict resolution skills and the ability to diffuse potentially critical situations.
- Mentoring and supervision skills.
- Skills and abilities to deal with crisis management as it pertains to life threatening situations such as domestic violence and the prevention of suicide.
- Ability to develop, deliver, and support culturally informed prevention and protection services for children, youth, families, and caregivers.
- Ability to support foster care and adoption processes by ensuring cultural identity, family connections, and community ties are prioritized for children and youth.
- Ability to provide culturally responsive assessment, safety planning, and support in family violence situations.
- Ability to work as a team member in a cross-cultural and multi-disciplinary setting.
- Ability to translate cultural knowledge into child and family services practice.
- Ability to facilitate workshops and deliver cultural education.
- Ability to provide cultural consultation, coaching and guidance to CFS divisional staff.
- 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 with one (1) year of experience in the Child and Family Services environment in addition to lived experience in the NWT providing support to the community and in their culture, as well as a lifestyle founded in cultural understanding and practices.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent must have and maintain a valid class 5 Driver's License and be appointed as a Child Protection Worker within the first six (6) months of employment and maintain it.

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: Tlicho

Required

Preferred