



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Regional Director Central, Child, Family and Community Wellness	
Position Number	Community	Division/Region	
48-17807	Yellowknife	Child, Family & Community Wellness	

PURPOSE OF THE POSITION

The Regional Director, Central (RDC) is a key senior management role, responsible for providing vision and leadership to the strategic planning, direction, delivery and evaluation of Child, Family and Community Wellness services and overall regional and territorial operations. The Regional Director is accountable for the statutory administration of Child and Family Services within the region through delegated authority under the Child and Family Services Act. The position ensures the lawful delivery of legislated services, legislative compliance, risk management, and executive oversight of statutory child protection functions.

This position works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of Northwest Territories (GNWT) acts, regulations, policies and Northwest Territories Health and Social Services Authority (NTHSSA) policies and procedures. This position requires appointment as a Child Protection Worker under the Child and Family Services Act. The incumbent exercises delegated statutory authority on behalf of the Statutory Director of Child and Family Services and is accountable for the decisions made under that delegated authority.

SCOPE

The Regional Director, Central (RDC) is located in Yellowknife and reports to the Executive Director, Child, Family and Community Wellness (CFCW).

This position, will work closely with the regional, and territorial managers and directors and the broader Child, Family and Community Wellness teams, DHSS management team and Indigenous governments to ensure that children, youth, family and community needs are being supported and addressed; and to identify and address program challenges and opportunities for improvement, establish program objectives for the CFCW system and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery of each region and program area. They will also contribute to the development of the program area across the



territory through their participation on cross- territory initiatives and projects.

The NTHSSA is the single provider of all Health and Social Services in the NWT, with unique collaborative arrangements in the Hay River and Tłıchǫ regions. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis and non-aboriginals.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (HRHSSA) will in the interim operate as a separate authority, 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.

There are over 20 physical sites within CFCW as they are required to provide programs and services throughout the entire Northwest Territories. The RDC is responsible and accountable for the day-to-day operational leadership and oversight of program delivery at all of the Yellowknife sites including but not limited to Child and Family legislated services, regular and specialized placement resources in and out of territory, mental health resources, primary, secondary, tertiary prevention and intervention services as well as supporting and collaborating with Indigenous governments, in particular where they have taken on jurisdiction and leading specific Integrated Service Delivery projects.

Child and Family legislated programs include: Intake and Investigation, Child Protection Services in Home and Out of Home, Youth Protection Services in Home and Out of Home, Child Prevention Services in Home and Out of Home, Caregiver Services, Prevention Services for Youth and Young Adults, a range of placement resources including: extended family, provisional, and regular foster homes, room and board placements, as well as contracting services for in territory placement, and specialized services (targeted highly complex cases) in territory for children, youth & families.

The RDC is accountable to provide leadership to a diverse, cohesive, multi-disciplinary team spread across the Yellowknife region, inclusive of Lutselk'e and Fort Resolution. This team includes but is not limited to social workers, family preservation staff, healthy family staff, policy, project management, cultural leads, training leads, mental health staff, case aides, youth workers, adult workers, and administrative staff,

The RDC ensures a client and family centered care delivery approach with a focus on quality and safety and developing and executing the long-term strategy as part of the broader team. They will also ensure programs and services are delivered according to NTHSSA protocols, clinical standards, and operating procedures to ensure effective and safe program delivery.



DIMENSIONS

- Reporting Positions 2 direct, and 42 indirect
- Compensation & Benefits \$6.6M
- Operations & Maintenance \$7M
- Total Annual Operating Budget \$13.7M

RESPONSIBILITIES

1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.
2. Provides executive leadership to regional employees and key stakeholders in alignment with the NTHSSA vision and values. Promotes the NTHSSA philosophy and may assume expanded geographic or program responsibilities and provide cross-regional leadership support as required. Required to hold a statutory appointment as a Child Protection Worker and provides senior management consultation, including after-hours support.
3. Provides executive leadership in the identification and analysis of regional issues, trends, and priorities to inform strategic and operational planning across CFCW programs and services. Ensuring alignment with Accreditation Canada and applicable legislation, regulations, and standards. Establishes and supports the implementation of program plans, standards, policies, procedures, guidelines, including the development of clinical tools and resources, and mechanisms to monitor program performance and compliance with expectations. Ensures regional implementation of territorial standards while identifying legislative, operational, clinical and reputational risks and implementing mitigation strategies.
4. Leads the development, implementation, and evaluation of operational plans, priorities, and outcomes, including the establishment and application of program standards, policies, procedures, and clinical tools, aligned with NTHSSA and CFCW strategic directions.
5. Ensures the application of leading practices, accreditation standards, and legislative requirements, and oversees monitoring and evaluation frameworks to assess program performance, outcomes, and compliance.
6. Promote and sustain a culture of quality, safety, and continuous improvement, including alignment with applicable territorial and federal child welfare legislation, child and family services standards, emergency preparedness, privacy, and client and staff safety requirements.



7. Provides executive leadership and accountability for the lawful delivery of legislated Child and Family Services programs, ensuring compliance with the Child and Family Services Act, regulations, standards, policies and delegated statutory authorities. Oversees the exercise of delegated statutory decision-making across the regions, ensuring legal, clinical and operational risks are effectively managed while maintaining service quality and legislative compliance.
8. Builds and maintains collaborative relationships with Indigenous governments, community organizations, and key stakeholders to support coordinated, culturally responsive service delivery.
9. Provides executive leadership to multidisciplinary teams and partners in a dynamic and evolving environment, ensuring effective implementation of programs and services and alignment with organizational priorities.
10. Provides executive leadership and accountability for the effective planning, allocation, and management of regional financial resources, ensuring territorial alignment with approved budgets, strategic priorities, legislation, and professional standards. Including oversight of operating and capital budgets and plans, ensuring effective use of resources. Identifies and anticipates capital investment and service proposal needs and contributes to the development of business cases and proposals in collaboration with the CFCW leadership team.

WORKING CONDITIONS

Physical Demands

No unusual physical demands

Environmental Conditions

No unusual environmental demands

Sensory Demands

No unusual sensory demands

Mental Demands

At any time, this position may be required to travel to support staff in regions or respond to an emergency.

Required to travel approximately thirty percent of their time to NWT communities and other Territories and/or Provinces. In addition, could be required to travel at short notice to support



the region. This position travels regularly on small planes and ice/winter roads during all seasons.

Regularly required to make executive and statutory decisions involving child safety, legal authority, public interest, emergency response, significant organizational risk and competing operational priorities.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the continuum of programs and services within Child, Family and Community Wellness, including legislated prevention and protection services, early childhood development, youth justice, family law, and mental health support for children, youth, and families.
- Knowledge of the historical and contemporary context of Indigenous peoples in Canada, including the impacts of the Sixties Scoop, the Truth and Reconciliation Commission Calls to Action, and relevant federal legislation.
- Knowledge of applicable Child and Family Services legislation and an ability to support compliance with statutory requirements in alignment with organizational policies, standards, and legal obligations associated with exercising statutory powers
- Knowledge of health and social services legislation, programs, services and policies.
- Knowledge of contemporary leadership and management styles and philosophies as a framework for visionary and results-oriented leadership.
- Ability to lead and manage in an inter-disciplinary, ever changing, and diverse environment, including an ability to lead and manage off-site operations.
- Ability to work with groups and teams, including an understanding of group dynamics.
- Ability to build strong partnerships and strategic alliances based on mutual trust and respect.
- Organizational change leadership skills.
- Written and oral communication skills, with knowledge of the context and history of the Northwest Territories, and including adaptability for political, public, and diverse audiences.
- Critical thinking and decision-making skills in complex environments
- Financial, human resources, and facility management skills.
- Ability to ensure continuous quality improvement and results.
- Negotiation skills.
- Knowledge of community development, including theoretical and practical understanding of community development issues and best practices.
- Sensitive and responsive to the differing political elements of each community.
- 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:

Bachelor's degree in social work plus eight years' relevant experience, including three years managing people and resources.

Equivalent combinations of education and experience will be considered

ADDITIONAL REQUIREMENTS

- Proof of immunization in keeping with current public health practices is required.
- The incumbent must successfully be appointed as a Child Protection Worker within the first six (6) months of employment and maintain it.
- Must meet GNWT Professional Registered Social Worker requirement

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