



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Social Worker and Team Lead, Transitional Care Planning Team	
Position Number	Community	Division/Region
48-15054	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Clinical Social Worker and Team Lead, Transitional Care and Planning Team is the lead, and member of an integrated case management team that facilitates discharge planning, and transitional care planning for patients receiving services from Stanton Territorial Hospital (STH). The incumbent co-ordinates the necessary resources and referrals to facilitate the exchange of information, and the development of appropriate plans, to ensure the smooth transition of patients between STH and the community with a focus on mental health and challenging multi-morbidity discharge complexities.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchq regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services 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 health and social services staff.

While the Tłıchq 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.

Stanton Territorial Hospital is a referral center for the approximately 43,000 residents of the Northwest Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut.

The Psychiatric Unit at STH is a 10 bed unit, and is referred to as a “designated facility” under the *Mental Health Act*. A “designated facility” offers assessment, care and treatment for voluntary and involuntary patients with psychiatric and concurrent concerns. STH is one of four designated facilities under the new *Mental Health Act*, and manages the majority of the involuntary patients placed from the NWT and Nunavut. The Psychiatry Unit is the only locked acute care unit in the Northwest Territories and accepts patients with behaviour management problems stemming from serious mental illness, organic brain syndromes, dementia, withdrawal from substances, and other types of aggressive behaviour related to mental illness. Patients may abscond and are often aggressive, requiring emergency pharmacological treatment and behaviour management techniques up to and including physical restraint. Staff are expected to remain calm, controlled and professional regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

Located within STH, and reporting to the Manager, Mental Health Services (Manager) the Clinical Social Worker and Team Leader, Transitional Care and Planning Team (TCPT) is the leader of a team comprised of Transition Care Workers and the Child, Youth and Mental Health Coordinator. This team works a shift schedule to provide daily coverage 365 days per year and shares after-hours on-call duty with the other staff on the TCPT.

This position serves patients referred from all over the NWT and from the Kitikmeot Region of Nunavut, and the incumbent is the lead of, and a working member of an integrated case management team (ICMT), working alongside Practitioners and Allied Health providers to address the unique needs of patients and their families. Duties include supporting the implementation and maintenance of STH’s role as designated facility under the *Mental Health Act*, providing case management, social work and therapeutic support to patients with complex needs, and their families, that experience bio-psycho-social challenges related to illness, disability or hospitalization. This role must serve patients and families experiencing significant mental health issues, addictions issues, debilitating health issues, complex social issues, including but not limited to poverty, trauma, family conflict, family violence, sexual assault, intellectual disabilities, etc. A key part of the incumbent’s role is to assist patients and their families with navigating available resources and complex referral processes in a wide range of NWT and Nunavut communities. The incumbent will communicate with the patient, the family, and the available resources in the community to ensure that the patient receives the support that they need in order to adapt to their health condition(s) and to attain their best level of health and wellness possible within the context of their environment. The Clinical Social Worker and Team Leader, TCPT will be expected to:

- Provide clinical leadership and support to the TCPT and the Child and Youth Mental Health Coordinator.
- Provide patient care and support as a lead member of the TCPT; responsible for directing and participating in the provision of culturally sensitive diagnostic and

therapeutic care to patients with global hospital needs, mental health issues, and addictions issues, social issues, discharge planning needs, and follow up care plans.

- Lead and/or facilitate the discharge planning process for all complex clients/patients – The Clinical Social Worker and Team Lead, TCPT, manages and leads, in collaboration with the clinical coordinator of the respective inpatient unit, all STH discharge planning for complex patients. The incumbent also acts as a resource to Clinical Coordinators and Managers and Nursing Units, to assist them in effectively managing the discharge planning of non-complex patients to communities.
- Play a lead role in fulfilling key responsibilities as a designate to support the Director of the Facility (i.e. Chief Operating Officer (COO)) in accomplishing all of the requirements set out in the new *Mental Health Act*. A second Clinical Social Worker will also assist this incumbent in fulfilling their responsibilities under the new *Mental Health Act*. The Clinical Social Worker and Team Lead, TCPT, together with a second Clinical Social Worker designated under the *Mental Health Act*, will support the COO (as designated Director of the Facility under the *Mental Health Act*) in ensuring that STH's obligations as a designated facility are addressed.
- Responsible, along with the TCPT to assess, case manage, and coordinate complex adolescent behaviour clients care between the Emergency unit, inpatient units and outpatient mental health services in the NWT communities, with the objective to minimize admissions and promote out-patient Mental Health treatment and follow-up. This will include the coordination of care within the context of a interdisciplinary team and potentially using technologies like virtual care to ensure continuity of care.

The incumbent supports the continuum of mental health programming associated with the *Mental Health Act*, including new initiatives such as Assisted Community Treatment, case management, discharge planning, and improving the continuity of care for patients with mental disorders across the NWT. This territorial service will have strong linkages with NWT-wide community-based mental health programs, psychiatry and programs for immediate and ongoing treatment.

This is a territorial position that will work as part of multiple multi-disciplinary teams including nurses, physicians, rehabilitation and counsellors from all regions of the NWT. The incumbent will provide assessment, consultation, treatment and service management for individuals with mental disorders.

As a result of the varied population and unpredictable nature of psychiatrically unstable patients, the incumbent may be required to assist in the treatment of psychiatrically unstable patients who may be violent or agitated. It is common for patients on the Psychiatry Unit to suffer from multiple complex issues (acute mental health crisis, substance abuse, FASD, cognitive delay) therefore the risk of unpredictable behaviours, violence and aggression is high on a consistent basis. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk.

RESPONSIBILITIES

1. Provides Clinical Leadership to the TCPT to ensure the delivery of safe and effective, patient and family centered transitional care planning to patients referred to the program.

- Clinically supervises the application of therapeutic care, diagnosis, treatment, advanced clinical procedures by the TCPT.
- Liaises with the teams, other departments and with appropriate levels of management.
- Researches, develops and implements patient programming in collaboration with practitioners, key stakeholders, staff, and community members.
- Models and teaches best practices in supporting the transitional planning needs of patients and in the implementation of patient and family centered practice.
- Ensures that Indigenous patients are able to obtain appropriate access to the Indigenous Wellness Program, and works in conjunction with the Indigenous Wellness Program Staff to ensure that the cultural, social and spiritual needs of this client group are effectively addressed.
- Ensures that French patients are able to obtain appropriate access to services in the French language and assist other patients in obtaining services in their own language as required.
- Assists patients in obtaining services in their own language as requires.
- Advocates for the dignity and self-respect of patients.
- Promotes the autonomy of patients and helps them to express their health needs and values to obtain appropriate information and services.
- Safeguards the trust the patients in that the information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
- Ensures that procedures supporting the delivery of safe and effective transitional care planning are reviewed and recommends/implements appropriate updates in consultation with the Manager of Mental Health Services, Practitioners, and other systems leaders.
- Coordinates, collaborates, and communicates with NTHSSA, TCSA, and HRHSSA Community Health Centers, Primary Care, Social Programs, Public Health and other key stakeholders to ensure the safe and effective transition of patients between STH inpatient care and the community.
- Identifies transitional care planning needs for complex patients and coordinates planning and discharge with transitional care team.
- Provides coaching and leadership to peers, students and other members of the health care team (HCT) to develop skill levels necessary to achieve the standard of care.
- Participates on committees, task forces, and research projects as related to the Transitional Care Planning program.
- Collects unit statistics when required.
- In coordination with the Manager, conducts a competency based professional development plans with each new Transitional Care Team member through consultation, direct observation, and the implementation of clinical/chart audits.
- Conducts clinical/chart audits on a periodic basis and reviews audit results with

Transitional Care Team members and develops/implements quality improvement plans as required.

- Provides clinical support and education to TCPT members to facilitate competency development.
- Facilitates a learning environment, in which senior, experienced staff members are able to provide appropriate mentorship to staff new to the field.
- Develops implements and evaluates orientation programs to ensure that the staff has the necessary resources to achieve optimal health care for their patients, and on other units as required.
- Supports the Manager in planning the human resources needs of the department.
- Assists with the recruitment and hiring of new staff.
- Provides/coordinates orientation to new staff as required.
- Assists with review of job descriptions to ensure they reflect current best practices and standard.
- Holds regular TCPT staff meetings to review procedures, share information, develop quality processes, and enhance team performance.
- Assists the Manager in revising and implementing TCPT procedures.
- In collaboration with the manager, ensures implementation and evaluation of Accreditation Canada Standards and Practices (ie. Required Organizational Practices).
- Collaborates with patients and families to evaluate their overall experience with STH TCPT services and care.

2. Facilitates the safe and effective navigation of patient and their families through STH services, and an effective transition of care between STH services and external community services and programs.

- Provides direct social work and therapeutic services to patients and their families.
- Assesses patient and family needs in conjunction with the TCPT.
- Consults/collaborates with interdisciplinary team members, within STH and external to STH, including but not limited to Health and Social Services Authorities, NTHSSA Regions, GNWT Departments/Agencies, Non-government organizations, Aboriginal/Indigenous Organizations, and other external resources, both in the NWT, Nunavut, and other provincial/territorial jurisdictions.
- Facilitates with the clinical coordinator or manager of the respective care unit, patient/family planning meetings to support the development and implementation of plans and processes to meet patient needs.
- Promotes effective communication to facilitate information sharing between patient, staff, physicians and other care providers.
- Along with the clinical coordinator of the respective care unit, ensures the appropriate referral and handover of case management to community agencies.
- Assists STH in fulfilling its legal and statutory obligations to the Child and Family Services Program, both in NWT and Nunavut.
- Provides appropriate information to clients and families relevant to the issues that they are experiencing,
- Advocates for the needs of the patients and their families, and ensures that community resources are responsive to their needs.

- Informs the Manager about gaps in services, and/or services barriers, or other barriers that impact the ability of patients and their families from having their needs met.
- Provides recommendations to their manager about potential solutions that could improve support and assistance to patients and their families.
- Develops supportive relationships with clients and their families to facilitate their engagement and cooperation in care planning.
- Coordinates transition planning for complex for high risk clients and their families to facilitate their successful transition back to the community.
- Assesses the emotional, psychosocial and environmental needs of the client and coordinates the necessary resources to meet their needs.
- Ensures that community resources are appropriately advised of patient and family needs, and that they are able to respond appropriately.
- Develops a comprehensive understanding of community resources, the services they provide, and referral processes.
- Analyzes the strengths and capabilities of community resources to ensure the best interests of patients and their families are met.
- Recommends and develops programs in collaboration with other health care teams and community agencies.

3. Supports the implementation of treatment interventions that are based in recovery-orientated, person-centered care principles.

- Implements practice recovery-oriented principles of care focusing on dignity, patient rights, and supported decision making principle.
- Assists patients in self-management-to be involved in determining their personal treatment and aftercare needs.
- Supports other professional in their ability to offer recovery oriented care.
- Utilizes trauma informed practices with patients.
- Provides accessible and effective services to a diverse population based on best practices.
- Supports the development & implementation of individualized treatment plans for patient reflecting their unique needs and ensure these plans for patients replacing the unique needs and ensure these plans are developed collaboratively with the patient.
- Ensures that the patient is directing care and leading efforts for support through transparency of processes.
- Supports use of screening and assessment to support and inform effective treatment planning for mental health patients.
- Supports the establishment of a comprehensive standardized assessment, including screening and assessment the level of risk whether to self or others (suicidal, homicidal).
- Facilitates the gathering of collateral information form the patient, family or significant others, and other professionals (counsellors, physicians, social workers and representatives of other arms of governments ie. Justice, Education); including symptoms/stressors, family/social history, school/occupational functioning, and developmental history when relevant.
- Supports patients who are in crisis, considering the situation, environment and

circumstances, family patterns, support systems, social forces and the patient's response to the event, problem severity, past functioning, and developmental history when relevant.

- Identifies and understands the different types of presenting problems ranging from situational to psychiatric responses, and formulate a provisional diagnostic hypothesis, utilizing a standard intake/assessment tool and psychiatric coding.
- Distinguishes emotional crisis in an otherwise well-functioning person versus one in which there is cognitive impairments, mental illness, and/or use of mood altering substances.
- Collaborates with the treatment team to devise and/or coordinate an initial treatment plan and/or offer feedback in a patients' progress or deterioration.
- Advises and seek collaboration on children and youth psychiatric issues, and referrals to child protection.

4. Uses system navigation, effective coordination, integrated service management and effective discharge planning abilities to ensure that the client receives coordinated and appropriate aftercare services.

- Uses knowledge of a wide range of NWT programs and resources to assist with system navigation, coordination and timely and appropriate access to services.
- Evaluates the potential risks to the patient and others that depend on a variety of factors including supports available, personal and family history and availability of professional and informal supports and services.
- Assesses community-based supports and services for Assisted Community Treatment, to ensure a safe and successful transition to home community.
- Involves patients, community based treatment team and families in the development and implementation of discharge plan through integrated service management.
- Establishes a client-centered follow-up plan and agreement through Community Treatment Plans as per the *Mental Health Act* legislation.
- Participates in case management conferences to provide advice or guidelines concerning discharge and interventions.
- Follows up with discharged patients in collaboration with community-based services to ensure adequate services are in place and prevent readmission.
- Provides support and act as a primary resource for Community Treatment Planning associated with Assisted Community Treatment Orders.
- Builds a positive relationship with the patient and community resources to ensure that risk is reduced through follow-up contact and continuity of care.
- Liaisons for STH and the Department of Health and Social Services for the coordination of hearings for the *Mental Health Act* Review Board.
- Maintains ongoing contact with territorial, regional, and community level services to ensure open communication and dialogue regarding service provisions.
- Participates in interagency and regional teams to address issues of mutual concern.
- Coordinates and collaborates in the education of professionals in the Mental Health Act legislation, regulations and application.

5. Uses best practices in record keeping, reporting and maintaining client confidentiality in compliance with policies, procedures, standards and legislation.

- Complies with the *Health Information Act*, *Mental Health Act* and any other relevant legislation.
- Maintains and protect confidential records and case reporting as part of the case management process,
- Reports non-compliance to *the Mental Health Act* legislation to the Director in charge of the designated facility (COO).
- Ensures an assessment is on records, including presenting problem, informants and assessment procedures, history of current difficulties (previous assessments etc.), relevant social history, personal, familial, marital, development, impressions, and formulation of treatment plan, with supporting data to be completed day of contact.
- Ensures that contacts with patients, families and significant other are recorded in the patient file.
- Has access, within the scope of their job duties, to confidential patient information such as medical and computer records.
- Releases information in accordance with the legislative requirements of the NWT *Mental Health Act*, *Health Information Act*, *ATIPP*, and any other applicable GNWT legislation, policies, standards.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

During their shift (100% of the time) an incumbent will be exposed to communicable diseases, blood and body fluid, and hazardous materials (sharps, toxic cleaning and sterilizing solutions). At intake, staff may also be exposed to hazardous drugs, or other dangerous items such as crude weapons that have been brought in inadvertently to the Psychiatric /Unit. Occasionally drugs that can be introduced through the skin such as Fentanyl have been detected.

The incumbent is also exposed to a noisy work environment, including angry, screaming patients/ families and noisy equipment, viruses and bacteria on a daily basis.

Sensory Demands

This position continuously requires the use of combined senses (sight, smell, sound, touch) while performing assessments and providing patient care.

Mental Demands

This position will require the incumbent to work on weekends, holidays and rotate on after-hours call.

Incumbent experiences lack of control over work place/load and frequent interruptions.

The incumbent is exposed to emotionally upsetting experiences on a daily basis dealing with palliative and seriously ill patients, cognitively impaired persons, and people in situational crisis.

The incumbent is expected to develop clinical relationships with the patients on the Psychiatry Unit. They will work with voluntary and involuntary clients/patients with multiple complex needs and may be exposed to violence, traumatic histories and other emotionally disturbing experiences.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and the ability to clinically supervise the application of therapeutic care, diagnosis, treatment, advanced clinical procedures by the TCPT.
- Skilled in the implementation of treatment interventions that are based in recovery-orientated, person-centered care principles.
- Knowledge and ability to provide individual and family counselling.
- Skills and the ability to assess, case manage, and coordinate complex adolescent behaviour clients care between the Emergency unit, inpatient units and outpatient mental health services in the NWT communities.
- Ability to co-ordinate the necessary resources and referrals to facilitate the exchange of information, and the development of appropriate plans, to ensure the smooth transition of patients between STH and the community
- Ability to provide clinical leadership and support to the TCPT and the Child and Youth Mental Health Coordinator
- Communication and interpersonal skills.
- Ability to develop a network of resources within and outside the organization.
- Knowledge of community resources, policies and procedures of NTHSSA and the GNWT.

Typically, the above qualifications would be attained by:

A Master's Degree in Social Work, with five (5) years of experience in the provision of social work/discharge planning functioning in a hospital setting;

OR

Bachelor's Degree in Social Work with a minimum of seven (7) years of experience in the provision of social work/discharge planning within a hospital setting.

Direct experience with the provision of social work in a hospital acute psychiatric setting is an asset.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

Registration with the Territorial Association of Social Workers prior to the commencement of employment.

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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