



Tłıchǫ Community Services Agency  
Dı Nàke Lani Nàts'etso • Strong Like Two People

## IDENTIFICATION

| Department                       | Position Title                                   |                                  |
|----------------------------------|--------------------------------------------------|----------------------------------|
| Tłıchǫ Community Services Agency | Community Wellness Worker – Transitional Housing |                                  |
| Position Number                  | Community                                        | Division/Region                  |
| 27-17835                         | Behchokǫ                                         | Health and Social Program/Tłıchǫ |

## PURPOSE OF THE POSITION

The Community Wellness Worker – Transitional Housing is responsible for delivering trauma-informed, culturally appropriate wellness and support services for residents of the Tłıchǫ Community Services Agency's (TCSA) Edzo Transitional Home. Working as part of the TCSA's community wellness and transitional housing teams, the incumbent provides front-line support, basic counselling, life-skills programming, and cultural and family wellness services to help residents heal from domestic and family violence, stabilize their lives in a safe environment, and successfully transition to independent living. By focusing on cultural safety, trust-building, and holistic support, the Community Wellness Worker (CWW) ensures that transitional housing services are delivered in a manner consistent with Tłıchǫ values and a trauma-informed approach.

The CWW collaborates with the Medical Social Worker, on-site security staff, Child and Family Services (CFS) personnel, Community Counsellors, and other partners to coordinate comprehensive, wraparound supports that address the emotional, social, physical, and cultural needs of residents and their children. As a culturally grounded wellness practitioner, the CWW fosters a safe, non-judgmental space where residents can access counseling, education, family preservation support, and referrals to specialized services.

All services are provided in accordance with TCSA policies and territorial legislation, including the *NWT Mental Health Act*, *Child and Family Services Act*, and the *Protection Against Family Violence Act*, as well as the Mental Wellness and Addictions Recovery Action Plan and Department of Health and Social Services of the Northwest Territories Health standards and protocols of the Community Counselling Program.



Tłıchǫ Community Services Agency  
Dǫ Nǫke Lani Nǫts'etso • Strong Like Two People

## **SCOPE**

The scope of the 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, Wekweètì 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 (TG) 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 programs 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 and reporting to the Team Lead, Community Wellness, the CWW plays a crucial role as the first point of contact for transitional housing residents seeking support.

The CWW- Transitional Housing collaborates with the Medical Social Worker, on-site security staff, Child and Family Services (CFS) personnel, Community Counsellors, and other partners to coordinate comprehensive, wraparound supports that address the emotional, social, physical, and cultural needs of residents and their children. As a culturally grounded wellness practitioner, the CWW fosters a safe, non-judgmental space where residents can access counseling, education, family preservation support, and referrals to specialized services. All services are provided in accordance with TCSA policies and territorial legislation, including the NWT Mental Health Act, Child and Family Services Act, and the Protection Against Family Violence Act, as well as the Mental Wellness and Addictions Recovery Action Plan and Community Counselling Program standards.

This front-line position is part of the Edzo Transitional Home team, a new transitional housing program for Tłıchǫ communities launching in 2026. The transitional home is a 9-unit residential facility providing a secure, stable environment and wraparound services to clients who are survivors of family and gender-based violence. The facility's purpose is to bridge emergency shelters and long-term independent housing by offering a safe home-like setting with integrated support programming.



The impact of this position is significant: by providing culturally safe, trauma-informed wellness support to some of the Tłıchǫ region's most vulnerable members, the Community Wellness Worker helps individuals and families rebuild strength and resilience after experiencing violence. Failure to provide effective support could result in unmet needs, risk to clients' safety, and diminished trust in the transitional housing program. The incumbent's work directly influences residents' ability to heal, maintain family unity, and successfully reintegrate into safe, independent community living.

## **RESPONSIBILITIES**

- 1. Provide trauma-informed, culturally appropriate wellness support and safety planning to residents of the Edzo Transitional Home to promote healing, stability and safety.**
  - Develop trusted helping relationships with resident women and children by providing empathic listening, supportive counselling, and emotional support that is culturally safe and free of judgment, racism, or discrimination.
  - Complete initial intake and assessments for new residents, identifying their immediate needs and risks. Develop individualized safety plans for each resident upon intake, addressing personal safety, emergency contacts, and risk mitigation strategies.
  - Provide crisis intervention and de-escalation support to residents during times of acute distress, leveraging Non-Violent Crisis Intervention (NVC) techniques and trauma-informed practices to ensure safety and stabilization.
  - Support residents in navigating processes related to interpersonal violence, including assistance with obtaining protection orders, liaising with RCMP or victim services, and connecting to legal support resources, while respecting client confidentiality and autonomy.
  - Refer residents to professional counselling or mental health services as needed, working closely with TCSA Community Counsellors or other clinicians for specialized therapy, addictions treatment, or psychiatric care when beyond the scope of the CWW role.
  - Provide emergency emotional support/psychological first aid to residents and children after incidents of trauma, violence, or crisis, and facilitate follow-up care such as suicide risk assessments and safety planning in collaboration with clinical team members.
- 2. Plan, coordinate, and deliver life skills, wellness, and cultural programming for transitional housing residents and their children, to support healing, skill-building, and cultural connection.**



- Organize and facilitate group workshops and individual coaching on essential life skills that promote independence and personal well-being, including budgeting and financial literacy, healthy meal planning and food preparation, parenting skills, and household management.
- Implement culturally relevant programming for residents and children, incorporating Thichq traditional knowledge, language, and land-based healing activities in partnership with Elders and cultural support resources, to strengthen cultural identity and foster community connections.
- Coordinate or lead family wellness activities and parenting support sessions, emphasizing positive parenting strategies, family bonding, and child development, to help keep families together safely (in alignment with family preservation principles).
- Deliver educational sessions (in individual or group settings) on healthy relationships, mental wellness, trauma and violence, and child safety, tailoring content to be culturally appropriate and accessible to residents.
- Provide youth and children's programming within the transitional home, including facilitating play-based activities, liaising with schools to support children's education continuity, and coordinating with TCSA Child & Family Services when needed to ensure children's well-being.
- Promote community awareness and prevention education on family violence and wellness by participating in community events, interagency meetings, and developing informational materials in collaboration with partners – thereby reducing stigma and fostering a supportive community environment for survivors.

**3. Coordinate comprehensive case management and wraparound supports for transitional housing residents through collaboration with TCSA programs and external service partners.**

- Work closely with the Team Lead, Community Wellness and Medical Social Worker(s) to ensure each resident has a personalized wellness and transition plan outlining their goals (e.g., housing, employment, education, legal, health) and steps to achieve safety and self-sufficiency.
- Facilitate referrals and link residents to relevant community resources such as healthcare services, mental health counselling, addictions treatment, legal aid, income support, and housing programs (e.g., public housing or rental assistance) as appropriate.
- Coordinate with Child and Family Services (CFS) and Family Preservation (FP) programs for residents who are parents, ensuring supports are in place to preserve family unity when safe, assist with child welfare processes when necessary, and support positive parent-child relationships.
- Participate in multidisciplinary case conferences and interagency meetings, working with partners like RCMP, schools, healthcare providers, Indigenous



organizations, and social service agencies to review resident progress, address barriers, and adjust support plans collaboratively.

- Advocate for residents' needs and rights within the healthcare, legal, and social services systems, ensuring they face minimal barriers to accessing services such as safe housing, medical care, counselling, financial support, and justice/court services.
- Maintain strong relationships with local community resources and partner organizations – including shelter providers, employment programs, Tłıchǫ Government initiatives, and the local housing authority – to create a network of ongoing support for clients as they prepare to transition out of the program and re-integrate into the community.

**4. Ensure a safe, secure, and supportive living environment within the transitional housing facility through program protocols, crisis response, and team collaboration.**

- Uphold strict safety and confidentiality protocols for the facility, ensuring controlled access, visitor procedures and collaboration with on-site security services to prevent any unauthorized or unsafe situations, particularly in relation to potential threats from abusive partners.
- Respond to incidents, conflicts, or emergencies within the home promptly, including de-escalating tense situations, contacting emergency responders (RCMP, medical) as needed, and implementing established crisis response or evacuation plans to protect residents and staff.
- Monitor and support house rules and safety standards such as maintaining a substance-free environment in accordance with program policy, ensuring that residents understand and adhere to guidelines to keep the communal living space safe and healthy.
- Conduct regular check-ins and house rounds (in coordination with other support staff and security) to ensure well-being of residents and address any environmental or maintenance concerns, alerting the appropriate property management or maintenance services (via Tłıchǫ Property Management) if facility issues arise.
- Contribute to the continuous improvement of the transitional home's operating procedures, including participating in the development or updating of safety plans, house guidelines, admission and exit processes, and other protocols to enhance resident safety and program effectiveness.
- Maintain program records, documentation and accountability requirements and support program evaluation and administrative duties to ensure high-quality service outcomes and alignment with TCSA standards.



Thichō Community Services Agency

Dō Nāke Lani Nāts'etso • Strong Like Two People

- Document all client interactions, case notes, safety plans, incident reports, and referrals in the appropriate systems (e.g., electronic medical record or case management system) in alignment with TCSA and GNWT record-keeping standards and Community Counselling Program protocols.
- Maintain confidentiality and privacy of client information at all times, following legislative requirements (e.g., Health Information Act, privacy legislation) and TCSA policies to protect client data.
- Collect program data and statistics as required for program monitoring and evaluation, assisting TCSA management in reporting on outcomes, needs, and trends for transitional housing residents.
- Assist the Team Lead, Community Wellness in program development initiatives, including identifying service gaps, recommending improvements to transitional housing operations, and implementing culturally safe, trauma-informed practices to better serve residents.
- Participate in staff meetings, training sessions, and regular clinical supervision with the Team Lead, Community Wellness, engaging in ongoing reflective practice and professional development to maintain and update skills in trauma-informed care, Non-Violent Crisis Intervention (NVCI), suicide intervention (ASIST), and other relevant areas.

## **WORKING CONDITIONS**

### **Physical Demands**

Physical demands include climbing stairs at the Edzo Transitional Housing facility, may need to carry up to 15 lbs.

### **Environmental Conditions**

The communal living setting also involves exposure to noise, communicable diseases, and frequent interruptions when assisting residents in common areas and private units.

### **Sensory Demands**

The CWW will spend much of their day providing direct client support either in the transitional home's communal spaces, office environment, or occasionally in client residences. This requires continuous use of sight, hearing, and speech to observe client well-being, monitor for safety, and communicate effectively.

The environment may be active and, at times, unpredictable, requiring the incumbent to remain alert to visual and auditory cues of distress or conflict for extended periods.

### **Mental Demands**

The nature of the work is emotionally demanding, as the incumbent supports clients who have experienced severe trauma, domestic violence, and ongoing safety concerns. The



CWW is frequently exposed to highly emotional situations, including disclosures of abuse, intergenerational trauma, and crises that can lead to vicarious trauma or compassion fatigue. The CWW may occasionally face individuals who are agitated, fearful, or potentially aggressive. The risk of verbal or physical confrontation exists, particularly when assisting residents in crisis or interacting with visitors such as RCMP or social services in urgent situations.

Travel between Behchokǫ, Yellowknife and other Tłıchǫ communities) may be necessary for services for clients.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Tłıchǫ culture, traditions, and community values, as well as understanding the impacts of colonization, including residential schools and intergenerational trauma, on the wellbeing of Indigenous families in the North. A deep appreciation for Tłıchǫ language and culture is essential to providing culturally safe and relevant support services.
- Knowledge of the dynamics and impacts of family violence, intimate partner violence, and complex trauma on women, children, and families. This includes understanding of how family violence and addictions affect child development and family functioning and the necessity of family preservation and reunification approaches where safe and appropriate.
- Knowledge of trauma-informed and violence-informed care principles, and the ability to apply strengths-based, family-centered interventions that promote healing and resilience while minimizing re-traumatization.
- Knowledge of mental health and addictions issues and services, including the range of mental health counselling and treatment options (e.g., counselling, psychiatric services, addictions treatment, on-the-land healing) available to individuals and families in the Tłıchǫ region and NWT.
- Knowledge of relevant legislation, policies, and best practices, such as the *NWT Mental Health Act*, *Child and Family Services Act*, *Protection Against Family Violence Act*, and GNWT/TCSA Mental Health and Community Wellness program standards.
- Understanding of confidentiality and privacy requirements, with the ability to follow GNWT and TCSA standards to protect client information and maintain a professional code of ethics.
- Collaborative skills and the ability to work effectively within an interdisciplinary team (e.g., social workers, counsellors, security staff, Elders, healthcare providers, RCMP). This includes excellent communication, consultation, and cultural humility to partner with colleagues, agencies, and community members in supporting client needs.
- Interpersonal and counseling skills, including active listening, empathy, conflict resolution, and crisis intervention abilities, to effectively support residents through highly stressful or traumatic situations. Ability to engage with clients in



a non-judgmental, respectful, and compassionate manner and to build trust even under challenging circumstances.

- Ability to facilitate educational and support groups (e.g., life skills workshops, parenting programs, cultural activities) using a client-centered approach that adapts to varying literacy levels and learning styles.
- Organizational and administrative skills, including the ability to balance urgent client needs with routine documentation, case planning, and reporting requirements. Capable of managing time effectively, prioritizing tasks, and meeting deadlines in a dynamic environment.
- Adaptability and problem-solving skills to respond to changing situations and crises calmly and effectively, employing sound judgment to address issues such as conflict between residents, potential safety threats, or high-risk behaviours.
- Self-awareness and resilience, including the ability to engage in self-care and utilize available supervision and support to avoid burnout or vicarious trauma, given the emotionally demanding nature of the work.
- Proficiency with computer applications (e.g., Microsoft Office suite, email) and ability to learn and use electronic health/case record systems for documentation purposes.
- Dedication to continuous cultural learning and a commitment to TCSA's values – including "Strong Like Two People" – by integrating Tłıchǫ cultural knowledge with professional best practices in daily work.
- 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 High School diploma, with a minimum of one year of experience in providing frontline mental health, family violence, or community wellness services in a cross-cultural context.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Must have a valid Class 5 Drivers License (or equivalent)

Must be able to produce a satisfactory criminal record check and departmental check.

This position requires an up-to-date immunization record.

**Position Security (check one)**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required



Tłı̨chǫ Community Services Agency  
Dǫ Nǫke Lani Nǫts'etso • Strong Like Two People

☒ 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:** Tłı̨chǫ

☐ Required

☒ Preferred