



IDENTIFICATION

Department	Position Title	
Health and Social Services	CFS Curriculum and Training Specialist	
Position Number	Community	Division/Region
49-8205	Yellowknife	Child and Family Services/HQ

PURPOSE OF THE POSITION

The Child and Family Services (CFS) Curriculum and Training Specialist completes research on best practices in curriculum design, learning styles, training techniques and creates, and facilitates the development, implementation and continuous improvement of the CFS curriculum for Child and Family Services in accordance with the *Child and Family Services Act*, the *Adoptions Act*, the *Aboriginal Custom Adoptions Act*, and the *Recognitions Act*.

SCOPE

Located in Yellowknife, the CFS Curriculum and Training Specialist (CT Specialist) reports to the Manager, Program Services (Manager), and reports, from a statutory perspective to the Territorial Executive Director, Child and Family Services, also referred to as the “Statutory Director” (CFS/Adoptions).

The Statutory Director is ultimately accountable for the effective delivery of the Child and Family Services Program, and the Adoptions Program, under two separate pieces of Northwest Territories (NWT) legislation (the NWT *Child and Family Services Act*, and the NWT *Adoptions Act*). The Statutory Director is accountable to implement significant and comprehensive improvements within the NWT CFS system, and at all levels of the system, to address deficiencies, risks, and facilitating universal system improvement.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.



The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners, and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble in order to develop and maintain ongoing and trusting relationships.

The CFS Curriculum and Training Specialist is responsible for providing support on system standards, procedures, policies, and performance requirements related to Child and Family Services. This position will monitor and evaluate training on an ongoing basis, provide feedback to staff delivering training, and adjust the training to ensure that it continues to be relevant and appropriate for CFS staff working in the North. The incumbent will advise the Statutory Director on curriculum needs and assist with quality improvement initiatives to enhance the training as required.

The CT Specialist is an expert on CFS practice and policy, and is responsible for the development, implementation, maintenance, and continuous quality improvement of a comprehensive CFS Training Framework in the NWT that is culturally safe and promotes anti-racism. The incumbent collaborates with the Northwest Territories Health and Social Services (NTHSSA) training and practice improvement team, to ensure the effective development and implementation of CFS curriculum and training to system staff, key stakeholders in the department, and other internal and/or external stakeholders.

The CT Specialist leads the development of curriculum development and oversight to the training with a focus on initiatives that are grounded in adherence to legislation, regulations, and CFS standards, procedures, policies, and directives, ensuring focus of a northern context. The CFS System includes the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Agency (NTHSSA), the Tłıchǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Authority (HRHSSA). This position carries with it a high level of responsibility and is accountable for overall strategic design and development of the Territorial Child and Family Services training, which directly impacts the knowledge, skill development and capacity of staff and programs, ultimately benefiting children and families served by the program.

The CFS Curriculum and Training Specialist plays a pivotal role in ensuring an effective training framework, curriculum, and structure that is essential in the quality and effectiveness of the overall CFS system. This position shapes quality improvement and quality assurance initiatives for the system through a feedback cycle that directly links training modules with performance based on audit results, quality reviews, and engagement with staff and service users. The incumbent provides the necessary oversight and strategic guidance for complex



and multi-factored training initiatives that cross all levels of CFS staff, and of which the aim is to ensure quality services for children, youth, and families in the NWT.

The CFS training curriculum includes a diverse continuum of learning modules such as Child Protection Workers Core Curriculum, The Matrix Information Management System, Structured Decision Making, Adoptions, and Cultural Safety, as well as other related and supportive social work areas, such as advanced interviewing and investigating. The incumbent may at times function as a facilitator for specialized or high priority training areas for front line Child Protection Workers (CPWs), Managers and Supervisors, and Deputy Directors, as well as any other support staff.

This position may require the incumbent to travel for the purpose of providing training to various regions. There may be requirements to lift and move training supplies and boxes.

The incumbent may be required to public speak for the purposes of facilitating training to stakeholders and CFS staff.

RESPONSIBILITIES

1. Lead the design, development, implementation, and sustainability of the CFS curriculum and training.

- Develop, implement, and maintain a comprehensive and complex CFS system training framework that includes statutory and non-statutory training initiatives.
- Based on the DHSS Comprehensive NWT Child and Family Services Training Framework, develop a work plan for the implementation of an annual training cycle that includes all statutory areas within the framework, i.e., CPW Core Curriculum, Matrix, SDM etc.
- Provide oversight for all Child and Family Services training initiatives and curriculum on behalf of the Statutory Director.
- Oversee the development and regular updating of mandatory core curriculum for CPWs, Supervisors and Managers, Deputy Directors, and support staff, as well as further training based on strategic initiatives that have been approved by management.
- Guide and oversee advanced training in areas related to Quality, Foster Care, Territorial Placements, and Adoptions.
- Research and oversee the development of curriculum and training programs in a diverse range of non-statutory program areas.
- In collaboration with the Statutory Director, and with key stakeholders in the HSSAs and Department, determine priority training initiatives.
- Ensure that the curriculum reflects CFS best practices nationally and internationally, including practices in northern jurisdictions and jurisdictions serving indigenous populations, and make recommendations to the Statutory Director.
- Communicate effectively in the provision of oversight for a complex CFS system, one



which crosses multiple levels of Departmental and Authority responsibilities.

- CFS Standards and Procedures Manual; and collaborate on monitoring and evaluation initiatives for non-statutory training requirements.
- Recommend strategic quality assurance/improvement training initiatives.

2. Monitor and evaluates the quality of training provided by the CFS system and lead to support strategic approaches in training improvements and training assurance.

- Develop and manage an effective monitoring and evaluation system for the DHSS Comprehensive NWT Child and Family Services Training Framework. This includes the maintenance of a comprehensive database containing all training criteria.
- Monitor and evaluates the effectiveness of training modules, assessing content and delivery modalities (e.g., workshops, self-directed assignments, online modules, videos) to ensure alignment with quality improvement standards.
- Provide oversight for auxiliary training materials, ensuring their currency and tracking according to the Comprehensive NWT CFS Training Framework requirements.
- Collaborate closely with the NTHSSA training and practice team to monitor and evaluate statutory training initiatives for alignment with the *CFS Act* and CFS Standards and Procedures Manual. Additionally, collaborate on monitoring and evaluation initiatives for non-statutory training requirements.
- Conduct validated evaluations to assess the quality and effectiveness of CFS training programs.
- Identify challenges within the CFS system that may hinder the delivery of quality training and provides recommendations and support for improvement.
- Establish processes, in coordination with NTHSSA and DHSS, for gathering feedback from CFS staff and management, to support curriculum development and training improvements for best practices within Child and Family Services.
- Monitor and reports on quality issues related to training, including practice challenges, quality control issues, and compliance matters. Collaborate with system leaders to establish training improvement initiatives to address deficiencies.
- Actively participate in training improvement processes through a Quality working group and other relevant committees where necessary. Support these groups in implementing strategic action plans and other quality initiatives.
- Develop and maintain auxiliary training materials, such as examinations and training assignments to assess readiness for Statutory appointed positions.

3. Project manage the multi-factored and comprehensive CFS system wide training.

- Manage the overall delivery of the Comprehensive NWT Child and Family Services Training Framework.
- Support the effective organization of multiple face to face training workshops each year, and on a continuous basis.
- Oversee multi-media training initiatives, including a Learning Management System,



videotaping, GNWT Calendar online modules, Go-To Meetings, and interactive modalities, etc., ensuring effective training initiatives in complex areas, for example the Matrix Information Management System and Structured Decision Making.

- Work with the Statutory Director on a system response to formal training requests.
- Lead a CFS system committee for the purpose of facilitating curriculum development and implementation.
- Provide consultation, support, and direction to HSSAs and staff, on training related initiatives and queries.
- Oversee external training initiatives to ensure appropriateness within our northern context.
- Develop requests for proposals and work with Financial Shared Services and DHSS finance as required.
- Oversee the tracking and monitoring of contractual deliverables and invoicing for approval.
- Manage and support contractual agreements with external training providers and facilitators.
- Liaise with contracted training providers and organize training content as well as physical requirements such as space, training materials, etc.
- Develop and recommend terms of reference (TORs) to support contractual agreements and work with service providers.
- Collaborate with contractors to facilitate training.
- Assist with the completion of briefing materials for cabinet, on behalf of the child and family services program.
- The position may be appointed as deputy director by the Statutory Director.

4. Lead DHSS curriculum development and training initiatives to effectively maintain a high level of skill and ability for all CFS staff in accordance with the *Child and Family Services Act* and accompanying policies, standards, and procedures.

- Ensure appropriate DHSS oversight of training initiatives at the Authority level for the Statutory Director.
- Lead the Training Quality Working Committee in identifying and addressing training needs within Child and Family Services to best support the statutory Director in determining the priority training initiatives.
- Research, develop, and support the curriculum development and delivery of training programs in a diverse range of program areas.
- In conjunction with management and Quality Specialists at the DHSS, continuously evaluate all aspects of CFS curriculum and training for alignment with Quality practice.
- Receive changes to legislation, policy and procedures and update curriculum and training materials as required.
- In collaboration with the NTHSSA Training and Practice Improvement team, effectively organize annual legislative and policy training workshops and on a continuous basis.



- For curriculum development, utilize adult education principles and strategies for effective knowledge and skill building within CFS staff.
- Consult with CFS staff on the impact of new standards, procedures, policies, directives, and whether they are meeting their intended objectives.

5. Develop, maintain, and support the implementation of training to the CFS system.

- Develop and maintain a training database to track and monitor Statutory and non-statutory training requirements.
- Monitor and track statutory appointments, revocations, and requests for appointments.
- Develop a monitoring database to track CFS staff completion/incomplete training assignments, examinations, attendance, scores, statutory appointment status, etc.
- Communicate with the Authorities and CFS staff on staff training performance, milestone completion providing recommendations for further action as required, and child protection worker, or assistant director appointment.
- Assist with the coordination of training as required.
- Work with stakeholders, including the Indigenous Health and Community Wellness Division, to ensure that the training is culturally respectful and culturally safe.
- Participate where required in the Manager/Supervisor's Forum and/or other forums and committees. This Forum is designed to enhance planning and improve communication and coordination between the Department and the HSSAs. The incumbent will provide training information, recommendations, and support to these forums to address training issues and subsequently move system quality agendas in a proactive direction.

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 the CFS program and Adoptions Services program.
- 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 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.
- Knowledge of and / or the ability to acquire and apply knowledge of NWT-wide CFS and Adoptions Services, resources, and communities, including referral requirements and liaison /referral experience.
- 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.
- 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 Degree and three (3) years of direct experience in Child and Family Services and/or Adoptions 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