



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Mental Health and Addiction Services	
Position Number	Community	Division/Region
48-12809	Yellowknife	Mental Health and Community Wellness/YK Region

## PURPOSE OF THE POSITION

The Regional Manager, Mental Health and Addiction Services will play a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of mental health and addiction care and services, within the Yellowknife Region. This position provides overall management of the following programs within the Yellowknife Region: Mental Health Services, Addiction Services, Homelessness and Community Wellness.

## SCOPE

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



Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The Regional Manager, Mental Health and Addiction (RMMHA) Services reports to the Yellowknife Region Chief Operating Officer (COO) and will develop, implement, monitor, and provide reporting on the delivery of mental health and addiction services within their region. The job holder works closely with their COO and with the NTHSSA Territorial Manager supporting this program area, to ensure that patient/client needs are being supported and addressed within their regional catchment area; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

This position is located in the Yellowknife Region and the incumbent is responsible for the overall daily management of Yellowknife Region mental health and addiction services and programs, an annual operating budget of \$1.6M, and direct reports including the following positions: Regional Supervisor Mental Health and Wellness; Clinical Supervisors, Mental Health and Addictions Counsellors, Child and Youth Counsellors; Community Mental Health Nurse(s) and Administrative Assistant(s). The incumbent provides support and operational direction to a multi-disciplinary work force and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent mental health and addiction services to clients in the Yellowknife Region communities. The incumbent is responsible for recruiting and hiring and managing skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.

The decisions and recommendations made by the RMMHAS may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets. This requires effective research, analyzing, and problem solving to be facilitated to ensure decisions align with the NTHSSA's practices as well as best practice guidelines, and to ensure effective use of funding.

## **RESPONSIBILITIES**

### **1. Provides leadership, direction and professional expertise in the delivery of quality-based Mental Health and Addictions and Community Wellness Services within the Yellowknife region of the NTHSSA.**

- Provides leadership to regional staff and programs to ensure that all mental health and addiction clients/patients served by the Yellowknife Region receive equitable, efficient, appropriate, accessible, timely and safe mental health and addiction



services.

- Collaborates with the Territorial Manager, Mental Health and Community Wellness to identify current and future delivery requirements in Mental Health and Addiction Services through consistent territory-wide program development. Leads and manages the logistics of regional mental health and addiction, community wellness, and family violence service delivery, including but not limited to the management and support of staff, and the management of capital resources, management of contracts and contribution agreements required to meet regional operational needs.
- Advises and informs the regional COO with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or wellbeing of mental health and addition clients/patients and/or staff, and the integrity of the Yellowknife Region and of the NTHSSA.
- Recommends strategic initiatives, and identifies opportunities to sustain or improve the mental health and addition programs and services delivery, for review and consideration by the NTHSSA.
- Leads the development of, and implements a mental health and addictions work plan for the region that align with the NTHSSA strategic direction policies, and procedural guidelines for MHAS.
- Work collaboratively with the NTHSSA leadership, contributing to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the Territorial Manager, Mental Health and Community Wellness to develop regional procedures for mental health and addictions program areas.
- Communicates with the Territorial Manager, Mental Health and Community Wellness and members of the Clinical Integration Team to share program priorities and goals.
- Work collaboratively with the Territorial Manager, Mental Health and Community Wellness to implement an integrated system of primary and community health and social care and services to more effectively meet the needs of clients with chronic and mental health and substance use conditions.
- Collaborates with Regional Managers within related disciplines in the NTHSSA, the TCSA and the HRHSSA, to ensure a quality mental health and addictions care program that is delivered consistently across regions and jurisdictions.
- Work collaboratively with the Territorial Manager, Mental Health and Community Wellness Territorial to implement a Tele-psychiatry and TELEHEALTH Counselling Services in Yellowknife Region to bridge geographical disparities and improve access to psychiatric care and Counselling services.
- In collaboration with the Territorial Manager, Mental Health and Community Wellness implements an Integrated Care Pathway for mental health and addictions care. (An Integrated Care Pathway is a multi-disciplinary plan of care that blends patient/ client needs, quality outcomes, and controlled costs, with predetermined



standards of care using a process based on sound literature review).

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team and Territorial Manager, Mental Health and Community Wellness to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates standards, policies and procedures for mental health and addiction services and programs as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team and Territorial Manager, Mental Health and Community Wellness.
- Reports work plan process to the COO, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Mental Health and Community Wellness.
- Gathers data and information to track program indicators set by the NTHSSA leadership team.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health and social care service providers.

**2. Leads and manages the logistics of regional mental health and addition services delivery, including but not limited to the management and support of staff, and the management of capital resources, management of contracts and contribution agreements required to meet regional operational needs.**

- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional MHAS staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful mental health and addition programs and services delivery in the Yellowknife Region. Variance reporting as required.
- Manages the MHAS within the allocated resources and in accordance with Territorial Acts and Regulations, NTHSSA Policies and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with Regional Managers and any relevant dyadic leadership counterparts of the Yellowknife Region to ensure the safe, effective and efficient coordination of mental health and addiction services to clients and patients.
- Participates in regular meetings with the Territorial Manager, Mental Health and Community Wellness to plan programming and models of care delivery.
- Travels to communities within Yellowknife Regional and/or NWT to conduct audits as required.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Participates in the recruitment, placement, and orientation of staff, and participates in developing strategies for staff retention.



- Supports the educational needs of all staff via TELEHEALTH, conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
- Works with the COO in handling first level grievances in coordination with Human Resources (HR) and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
- Provides regularly scheduled clinical supervision to their direct reports with regards to their mental health and addictions case load as well as participate in case conferences on complex or contentious cases.
- Coordinates and monitors the distribution of workload between Mental Health and Addiction staffs.

**3. Leads and manages mental health, addiction and family violence service delivery in response to regional and local client/family needs.**

- Collaborate with other community-based and departmental service providers in the Yellowknife Region to ensure coordinated and seamless service provision of Mental Health and Addictions programming.
- Provide leadership and demonstrate best practice methodology to regional Mental Health and Addictions staff.
- Identify training needs for Mental Health and Addictions staff and other program community resources, and work in collaboration with the Child, Family and Community Wellness Division.
- Identify the need for further treatment and assessment resources and work in collaboration with the Territorial Manager, Mental Health and Community Wellness.
- Work in collaboration with other service providers to coordinate client referrals to appropriate resources.
- Ensure Mental Health and Addiction files are maintained according to the highest possible standards.
- Review, monitor and utilize clinical assessment tools to determine appropriate treatment plans for clients and families.
- Review Mental Health and Addictions and Wellness research and Wise Practices to provide a basis for clear direction in the development of prevention, intervention and post- intervention programming.
- Provide training, orientation, and information to staff, community agencies, and other professions on Mental Health, Addictions and Community Wellness, in accordance with the applicable Acts, manuals, and program policies, standards, and practices.
- Post, negotiate and manage contribution agreements and contracts with regional NGO as it relates the Mental Health and Community Wellness portfolio.





- Liaise with the Yellowknife Region Community Leaderships in regards to overall program education in the communities.
- Participate on various committees to help ensure the provision of quality services and coordination of services on local and regional levels.
- May be required to provide coverage for the Chief Operating Officer (Acting/COO).
- Represents the NTHSSA Yellowknife Region in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.
- Manage the mental health and addictions team to ensure alignment with NTHSSA and GNWT human resource (HR) policies and guidelines.
- Works with the COO in handling first level grievances in coordination with Human Resources and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Provides effectively and timely performance feedback, mentoring and coaching.

**4. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a professional/personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, UNW, and Workers' Safety and Compensation Commission (WSCC) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.



### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The RMMHA may experience a lack of control over staffing issues (turnover and availability) and fluctuating levels of competence. The job holder will be required to travel regularly on small planes and ice/winter roads and through adverse road and weather conditions when traveling to or from the different communities in the Yellowknife Region.

The RMMHA must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, and others.

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

- Knowledge of all areas of Mental Health and Addiction Services, including an in-depth knowledge of the theories of psychotherapy, addiction treatment, Diagnostic and Statistical Manual of Mental Disorders (DSM-5) diagnostics, dual diagnoses, crisis intervention, and assessment.
- Knowledge and/or the ability to acquire knowledge of GNWT legislation, policies, and procedures that govern the provision of mental health and addictions services in the NWT.
- Knowledge in the development and implementation of effective mental health care, addictions, and family services, as well as in-depth skills providing community services.
- Ability to make sound clinical decisions, and develop and implement mental health and addictions related programming.
- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.
- Knowledge of how to design and facilitate a change process and the ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.



- Organizational and time management skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health and social services.
- Skills relating to total quality management or continuous quality improvement processes.
- Skilled with computer programs including word processing and spreadsheets.
- 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 Masters' Degree in Clinical or Counselling Psychology, Nursing (with a focus on Mental Health and Addictions) with three (3) years relevant experience within the last 2 years plus two (2) years clinical supervision/management experience in a mental health/ addiction setting.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**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