



IDENTIFICATION

Department		Position Title	
Health and Social Services		Program Officer, Facility Based Addictions Treatment	
Position Number	Community	Division/Region	
49-17837	Yellowknife	Mental Wellness and Addictions Recovery/HQ	

PURPOSE OF THE POSITION

The Program Officer, Facility Based Addictions Treatment, is responsible for coordinating, monitoring, and supporting the delivery of specialized out of territory addiction treatment for residents of the Northwest Territories.

SCOPE

The Department of Health and Social Services (DHSS) is responsible for establishing strategic direction, legislation, policy, standards, programs, and accountability frameworks for health and social services across the Northwest Territories. Mental Wellness and Addictions Recovery (MWAR) is responsible for advancing a coordinated and integrated approach to mental wellness and addiction recovery through policy development, strategic planning, program oversight, quality improvement, and continuous service enhancement.

Located in Yellowknife, the Program Officer, Facility Based Addictions Treatment (Program Officer) reports to the Manager, Mental Health and Addictions Strategic Programs (Manager), and supports the development and maintenance of program policies, procedures, reporting requirements, contracts, and agreements related to facility-based addictions treatment services. This position also coordinates the development and distribution of program materials and provides financial administrative support to the managers and specialists responsible for managing contracts with southern treatment providers.

The Program Officer collaborates with all staff working in the MWAR division, including the Managers and Specialists, as well as other unit managers and staff working in DHSS to coordinate activities related to Facility Based Addictions Treatment (FBAT). The incumbent communicates regularly and directly with healthcare and other professionals, and collaborates with staff in the DHSS, NTHSSA, TCSA, HRHSSA, Indigenous and community governments, non-government organizations, and other stakeholders.



This role completes research, collects and analyzes data to track overall program utilization and client demographics, and supports improvements to program policies and procedures to promote quality client care and alignment with best practices. The incumbent also completes monitoring and reporting on program budgets and financial data; which includes assistance with budgets, contracts and other financial administrative duties.

Given the complexity and specialty of FBAT programs the Program Officer may be called upon to address a variety of issues daily. This can include supporting urgent frontline needs where immediate assistance is required, and support to clients who are experiencing complex needs such as mental health, homelessness, addictions, etc.

The incumbent is privy to considerable amounts of information which is extremely confidential; requiring vigilance regarding confidentiality and privacy of information. There are recurring and frequent interruptions of tasks; responsibilities often have short notice deadlines, and changes that may require immediate attention.

Circumstances occasionally require the incumbent to work outside of normal working hours. Occasional duty travel may be required.

RESPONSIBILITIES

1. Support the development, implementation and maintenance of Facility Based Addictions Treatment policies, procedures and program resources.

- Research and compile information regarding FBAT services, standards, legislation and best practices.
- Create and provide content feedback on a variety of written documents, reports, etc.
- Coordinate communication among Health and Social Services Authorities, treatment providers and departmental staff.
- Support development and maintenance of program resources for FBAT including referral guides, forms, and program materials.
- Participate in committees and working groups as required.
- Develop reports, briefing notes, presentations and correspondence.
- Contribute to the review and update of FBAT program guides, protocols and resources.
- Establish tools and processes for communicating and collaborating with regional staff, stakeholders and clients.
- Contribute to and present research and analysis results to DHSS leadership.

2. Support financial administration and contract management for the FBAT Program.

- Provide financial administrative support to the Manager, and Specialist, responsible for managing contracts with contractors and Non-Government Organizations.



- Complete financial requisitions, contract amendments, renewals, sole-source documentation and participate in RFP processes.
- Liaise with Finance, Procurement, and service providers to resolve invoice discrepancies and payment issues.
- Complete contract monitoring activities and annual contract reviews.
- Ensure compliance with the *Financial Administration Act* and GNWT financial policies.
- Maintain all financial information including invoices, contracts, and purchases of goods and services pertaining to programs to assist with forecasting.

3. Develop and maintain program databases and case file management coordination of the Facility Based Addictions Treatment program.

- Maintain databases related to referrals, admissions, cancellations, discharges and program utilization for the purpose of monitoring, reporting, and evaluating utilization of services.
- Coordinate and distribute referrals and/or requests to case managers.
- Monitor waitlists, occupancy rates, treatment completion rates and operational indicators.
- Compile and report on client demographics, utilization, and program performance.
- Maintain records related to audits, evaluations, incident reports and complaints.
- Coordinate information required for facility and program reviews and meetings.
- Identify potential areas in which to improve client care/service outcomes, quality and efficiencies.
- Review, approve, and coordinate a high volume of FBAT applications, as well as requests for information, updates to treatment plans, and case consultations.

4. Conduct research, analysis, and reporting activities to support program planning, evaluation and continuous quality improvement initiatives.

- Research and gather relevant credible information using a variety of research methods and tools (jurisdictional scans, web-based research engines, tools, document reviews, literature reviews, etc.).
- Collect and compile program data and information to support program monitoring, reporting, evaluation and planning.
- Synthesize data and prepare reports, gap analyses, options papers, briefing notes and program recommendations.
- Support the division through investigating and/or addressing issues, providing information for correspondence including briefing notes, and for the development of submissions or position papers.
- Analyze trends related to utilization, expenditures, and outcomes.
- Work with project partners to identify current processes and ongoing quality improvement opportunities.



- Contribute to the development and implementation of action plans and quality improvement initiatives.
- Support the development of monitoring and evaluation approaches and activities.

5. Promote collaboration and stakeholder engagement to support effective addictions treatment services for NWT Residents.

- Collect information to support strategic planning to assist leadership to determine trends and needs.
- Establish and maintain effective relationships with DHSS staff, contracted treatment centres, community partners, and other stakeholders and service providers.
- Coordinate initiatives to ensure the overall success and improvement of client care/service outcomes.
- Coordinate meetings, consultations, and engagement activities.
- Facilitate information sharing among partners.
- Promote culturally safe, trauma-informed, recovery-oriented and client-centered approaches.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position supports individuals who are actively experiencing addiction and often have significant trauma or have active mental health concerns. Throughout each day the incumbent will be exposed to incidents and information that have the potential to cause emotional impacts.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of, or the ability to acquire and apply, promising and emerging best practices in substance use health, trauma-informed and recovery-oriented approaches, and mental health.
- Knowledge of, or the ability to acquire and apply knowledge of, the NWT health and social services system and the delivery of health and social programs.
- Knowledge of, or the ability to acquire and apply knowledge of, northern Indigenous cultures and the impacts of colonization on Indigenous peoples.
- Knowledge of, and/or the ability to acquire and apply knowledge of, financial and contract administration processes, including invoicing, contracts, purchases of goods and services, and maintaining financial information.
- Research and analytical skills, including the ability to gather, synthesize, analyze, and report on program information and data.
- Program and project planning and coordination skills, including the ability to support implementation, monitoring, and continuous quality improvement activities.
- Written and oral communication skills, including listening, observing, identifying, analyzing, and reporting program and financial performance.
- Organization, prioritization, and time management skills.
- Computer skills, including proficiency with Microsoft Word, Teams, Excel and Outlook.
- Ability to acquire and apply knowledge of records management procedures in accordance with GNWT legislation.
- Ability to support the development and maintenance of program resources.
- Ability to establish effective tools and processes for communication and collaboration among program-related employees.
- Ability to support the development and implementation of monitoring and evaluation activities to assess program effectiveness.
- Ability to exercise a high degree of tact, discretion, and diplomacy.
- Ability to work sensitively and effectively within the geographical and cultural diversity of the NWT.
- Knowledge of privacy and confidentiality protocols and the ability to apply them to protect sensitive information.
- 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 diploma in a mental health or human services discipline, or in public or business administration, combined with two (2) years of relevant experience.

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:

- ☐ Required
- ☐ Preferred