**IDENTIFICATION**

| Department | Position Title | |
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| Tłı̨chǫ Community Services Agency | Clinical Supervisor, Mental Health and Wellness | |
| **Position Number** | **Community** | **Division/Region** |
| 27-13960 | Behchokǫ̀ | Health and Social Program/ Mental Health and Wellness/ Tłı̨chǫ |

## PURPOSE OF THE POSITION

In accordance with best practices, program standards, and ethical guidelines, the Clinical Supervisor of Mental Health & Wellness Services is a senior clinical counselor who provides clinical direction for the Individual & Family Counsellors, Child and Youth Counsellors and Community Health & Wellness Worker within the Tłı̨chǫ region to enhance their professional functioning and to monitor the quality of professional services offered to children, youth, adults, families, and communities. This is to ensure harm is not done through inappropriate delivery of counseling and therapeutic services.

## SCOPE

The scope of the Tłı̨chǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tłı̨chǫ communities of Behchokǫ̀, Gametì, Wekweeti and Whatì. Established in 2005 as part of the Tłı̨chǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłı̨chǫ Government 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 Tłı̨chǫ 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 Tłı̨chǫ and non- Tłı̨chǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.
Located in Behchokǫ̀ and reporting directly to the Manager of Mental Health & Wellness within

the Tłı̨chǫ region (4 Communities, approximately 3,000 residents), the Clinical Supervisor provides advanced clinical supervision, education, and leadership between 11 positions including Individual & Family Counsellors, Child and Youth Counsellors, Community Mental Health & Wellness Worker, plus contractors as required. Supervision includes but is not limited to developing ongoing individual and group clinical supervision sessions for staff, teaching clinical skills and current counseling theories, monitoring staff skill development and in turn ensuring client welfare, evaluating staff competencies, developing prevention and promotion initiatives, mentoring case management techniques, and providing the earliest possible intervention during or after or crisis.

In addition to leading the provision of existing programs and services the incumbent will modify existing programs to suit the realities of providing services in different communities throughout the region; identify additional programs or services required due to local realities and research best practices in other jurisdictions for possible inclusion within the Tłı̨chǫ region.

As an active member of the Mental Health & Wellness Team, the Clinical Supervisor will also provide advanced clinical counselling and therapeutic services for residents of the Tłı̨chǫ region as required. In mentoring the staff, the Clinical Supervisor operates from a basis of evidence based counseling and therapeutic models that include the following processes; screening, intake, assessment, counseling, treatment referral, education, and relapse prevention services to enhance the social functioning of individuals, families, and enhance capacity of communities. The Clinical Supervisor will have the skills to provide wellness services in a culturally competent way that serves a diverse population of elders, adults, youth, children and families.

The Clinical Supervisor will have the ability to positively impact a large number of residents in the Tłı̨chǫ region by enhancing the professional skills of Mental Health & Wellness staff. The incumbent also provides consultation services for other TCSA staff including teachers, social workers, nurses, physicians; CHR's and liaises with other community agencies such as, the RCMP, Education, Probation, Victim Services, and the Tłı̨chǫ Government.

This position contributes to decisions regarding the allocation of funds for community-based family violence, addictions, and mental health programs in the Tłı̨chǫ Region.

## RESPONSIBILITIES

1. **The Clinical Supervisor, as the senior Clinical Counsellor, is responsible for providing clinical counselling leadership, education, and direction to the Community Counselling Program to enhance the professional knowledge and skills of staff. Some of the clinical leadership, guidance, and direction are provided virtually to staff located in remote communities (i.e. tele-health).**
    - Provides ongoing individual and group clinical supervision sessions using a variety of clinical supervision models and intervention techniques including but, not limited to

solution-focused, client-centered, dialectical behavioral, cognitive-behavioral, narrative, developmental, systems, and/or expressive therapies models.
- Develops rapport with staff in order to provide them with support when they are presented with new and challenging situations. This includes building on staff strengths, as well as encouraging and teaching them to use new and/or different skills and interventions.
- Assesses and problem-solves issues that may impact the clinical supervision/staff relationship.
- Assists staff in examining aspects of their own behavior, thoughts, or feelings that are impacted by working with clients.
- Develops clear and concrete clinical and educational interventions tailored to the needs of staff and their clients, taking into account the learning style, developmental level, and beliefs of staff.
- Teaches, mentors, promotes, and provides training in clinical expertise, which may include assigning readings such as, journal articles and/or case reports.

2. **Ensures that individuals, families, and communities within the Tłı̨cho region are receiving quality clinical counselling and supportive services.**
   - Evaluates clinical competency levels of staff and monitors and safeguards services for clients to ensure that they are not harmed by re-traumatizing. It also provides staff with the insight on how they can expand their knowledge to enhance their practice skills.
   - Develops evaluation methods to be used in clinical supervision, which may include self-reporting, writing case notes, using assessment tools, videotapes, client evaluations, and client outcome data.
   - Provides regular, timely, objective, balanced feedback regarding staff competencies by communicating performance levels that meet or exceed standards as well as communicating when staff performance is below expectations.
   - Oversees documentation including case notes, file management, statistics, report writing, and referrals for treatment.
   - Informs and provides direction to staff in regards to ethical and legal issues.
   - Monitors staff case and workloads, debriefs difficult and complex cases (i.e. situations of trauma, abuse, concurrent disorders, chronic mental illness), and assists in managing crisis situations to limit staff burnout and vicarious trauma.
   - Intervenes in cases where staff may place clients at risk.
   - Encourages staff to recognize their own lack of clinical experience and to discuss.

3. **Independently, and as part of the Mental Health team, provides advanced comprehensive mental health, addictions, and family violence services, including care management and consultation for residents in the Tłı̨chǫ region. In addition, the incumbent may be required to provide short-term backfill throughout the Tłı̨chǫ region.**

- Takes a lead role in care management and care planning for clients who are experiencing mental health, addictions, and/or family violence issues. This includes taking a lead role in service planning.
- Functions as the primary therapist for a number of clients experiencing complex and advanced issues such as, in the area of trauma, abuse, children's mental health, or suicide. Matches advanced treatment and intervention to clients, their families, and direct program standards for all aspects of addictions, mental health, and family violence counselling (short and long term).
- Responds to requests for assistance in critical care situations (i.e., suicide) either in person or by phone.
- Researches clinical best practices for implementation within the region.
- Provides knowledge and professional consultations for Physicians, Nurses, Social Workers, Teachers, and other members of the TCSA staff or other agencies within the Tłı̨chǫ region.
- Contributes to the evaluation, modification, and coordination of new and/or existing programs within the region to ensure community needs are being met.
- Advocates for services and provides leadership in all matters concerning Mental Health, Addictions, and Family Violence Services.

4. **As a primary provider of Mental Health and Addictions Services within the Tłı̨chǫ Region the incumbent is responsible for ensuring that staff members and other community service providers (Teachers, CSSW's, Probation, Justice Committees, RCMP, Nurses, CHR's, Homecare, Physicians, Tłı̨chǫ Government and Non-Government Organizations, etc.) are up to date on mental health, addictions, and family violence issues within the Region.**
   - Develops and provides community awareness and education. This includes but is not limited to presentations and/or workshops that raise awareness of relevant mental health, addictions, and family violence issues within the community.
   - Provides orientation and training on mental health, addictions, and family violence to key stakeholders within the community (i.e. RCMP, Health, Social Services, Schools, Non-Government Organizations, etc.)
   - Provides materials and expertise to community groups.

5. **The Clinical Supervisor will be required to provide coverage for the Manager, Mental Health & Wellness position at the request of the Manager, or Director of Health & Social Services.**

## WORKING CONDITIONS

## Physical Demands

No unusual demands.

## Environmental Conditions

Home visits are scheduled as needed, at the request of clients. Some work may be scheduled in the community in a variety of settings. This position occasionally works with clients who may present as dangerous and/or unpredictable.

## Sensory Demands

Sixty percent (60%) of the incumbent's day will be spent providing clinical supervision, education, and leadership for direct reports, Education staff, the RCMP, Social Workers, and the Medical Social Worker, the majority of whom are located in Behchokǫ̀, as well as in the three outlying communities. The remoteness increases the sensory attention required, as much of the assessment will be done over the phone.

On average, twenty percent (20%) of the incumbent's day will be spent providing direct therapeutic services for clients, requiring the use of the combined senses of touch, sight, smell, and hearing during assessment and provision of counselling services. This involves the use of the whole self to tune into the client's message through verbal, non-verbal means, and to decipher conflicting messages. The incumbent must be constantly aware of the client's physical and emotional needs (mood, hygiene, etc.) when screening for mental health/addictions assessment and treatment services.

## Mental Demands

The Clinical Supervisor, will typically experience:

- High-volume work and the need to maintain tight and often conflicting deadlines.
- Constant interruptions requiring the incumbent to address the needs of staff encountering difficulties such as, vicarious trauma or personal difficulties.
- Unpredictability of the work and the mental demands associated with assessment and life-altering decisions that must be made.
- On-call coverage during off hours for extended periods of time. The incumbent must have the appropriate skills to deal with this fatigue and to ensure that the necessary clinical supervision is available to staff.
- Duty travel requirements consist of travel to the Tłı̨chǫ region communities within the region several times annually. As a result of providing clinical supervision, education and leadership to staff living in isolated, northern communities, the incumbent travels on a regular basis in small planes and in vehicles on ice or winter roads, and can be out of their home community for up to 20% of the time.

The evaluation component of the clinical supervision is a highly complex and personal experience. The Clinical Supervisor must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents usually involve the loss of life through situations involving suicide, fires, accidents, etc. In this profession there is some level of uncertainty in knowing what to expect while at work. People in crisis can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal or physical aggression (i.e. clients or family members under the influence of drugs of alcohol).

## KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of clinical supervision theories and techniques, including motivation, education, evaluation, performance standards, and ethical guidelines.
- Knowledge of strategies and interventions that have been scientifically validated for addictions, mental health, and family violence. This includes strategies for concurrent disorders, suicide prevention and intervention, harm reduction model for certain client groups, use of stages of change model, use of multi-disciplinary teams or health care providers, withdrawal management, use of cognitive behavioral approaches for depression, anxiety, post-traumatic stress disorder.
- Knowledge of the biopsychosocial model and precipitators of mental health as well as, of models of addictions (abstinence model, moral model, harm reduction model, etc.) in order to recognize and interpret findings and determine an appropriate treatment plan.
- Knowledge of current trends in addressing psychological outcomes of violence, including interpersonal therapy, supportive counselling, group support and cognitive behavior strategies.
- Knowledge of what is required for cultural competence and a desire to develop cultural competence while working with the Tłı̨chǫ Nation.
- Knowledge and understanding of the community demographics, values, culture, and history.
- Knowledge of and an ability to refer clients to traditional healers and elders.
- Knowledge of and an ability to network resources within and outside the region to ensure support for clients and their families.
- Knowledge and skills in modeling and educating about the importance of and limitations to confidentiality.
- Knowledge of therapeutic treatment options for people of all ages who are experiencing mental health and addictions issues.
- Knowledge of the different referral agencies/services available within the Tłı̨chǫ communities and the NWT for those individuals who require in-patient care and/or psychiatric assessment and care.
- Knowledge of epidemiology, etiology, biochemical, developmental and neurological foundations of mental health disorders and addictions.
- Interviewing, counselling and leadership skills including an ability to listen and to have effective communication strategies for dealing with different groups of people in various crisis situations.

- Ability to communicate (orally) effectively in a cross cultural setting.
- Ability to provide education in the use of clinical, diagnostic and treatment planning terminology with clients, other health care providers, and referral agents.
- Ability to apply knowledge of the NWT Mental Health Act and knowledge of the
- Child and Family Services Act and other applicable policies and NWT legislation.
- Ability to draft written documents which are clear, concise, and easy to understand by both professionals and non-professionals.
- Adherence to a professional code of ethics.
- 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 Master's Degree in counselling psychology, clinical psychology, or clinical social work with three (3) years of relevant counselling experience in a scope of practice or experience restricted to addictions, mental health, and/or family violence.

The education or work experience of the Clinical Supervisor should include clinically supervised experience.

Clinically supervised education or work experience includes counselling and clinical experience obtained under a qualified supervisor and includes at least 800 hours, where at least 400 hours is direct client contact. In addition, the incumbent must have proven supervisory and program design/evaluation experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Valid NWT driver's license required.

**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