



## **IDENTIFICATION**

| <b>Department</b>  | <b>Position Title</b>          |                        |
|--|--------------------------------|------------------------|
| Northwest Territories Health and Social Services Authority | Coordinator of Staff Education |                        |
| <b>Position Number</b>                                     | <b>Community</b>               | <b>Division/Region</b> |
| 48-14762   | Inuvik                         | Beaufort Delta         |

## **PURPOSE OF THE POSITION**

The Northwest Territories Health & Social Services Authority (NTHSSA), Beaufort Delta Region (BDR), provides orientation and continuing education opportunities for all employees. The primary mandate of the Coordinator of Staff Education is to ensure all staff receive mandatory orientation, education, and training to ensure NTHSSA BDR employees have the required understanding of organizational policies, standards, values, guiding principles, and safety knowledge to provide high quality health care and social service delivery.

## **SCOPE**

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

The NTHSSA, BDR provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional

diversity. The NTHSSA, BDR directly and contractually employs over 300 staff in the Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes.

Located within the Inuvik Regional Hospital and reporting directly to the Chief Operating Officer (COO), the Coordinator of Staff Education (Coordinator) is responsible for the coordination, tracking, and delivery of orientation and continuing education for NTHSSA BDR staff. Orientation, education, and training is delivered in a variety of formats including in-service, demonstrations with hands on participation, video conference, and on-line learning. The incumbent must be physically able to set up and move audio visual equipment in the classroom, and to and from other off-site locations used for education. Travel on small aircraft or by ice road will occur 5-6 times per year.

The responsibilities of this position necessitate a working relationship with NTHSSA, BDR Managers, Clinical Nurse Educator, Child and Family Services (CFS) trainer, Coordinator of Nursing Services, and Talent and Organizational Design staff.

Programs are developed in accordance with identified priorities and best practices to meet professional standards, and the Coordinator leads the regional staff development and continuing education programs with the responsibility to organize and deliver individual and general orientations, as well as cultural safety training events and initiatives. Education is also provided to meet the Accreditation Canada Standards and Required Organizational Practices; as well as Workers' Safety and Compensation Commission (WSCC) standards. The incumbent is required to know what training is required under NTHSSA and Government of the Northwest Territories (GNWT) Health and Social Services (HSS) policy, Legislation, and Accreditation Canada standards for each employee and program area. This includes *Health Information Act (HIA)*, *Access to Information and Protection of Privacy Act (ATIPPA)*, Workplace Hazards and Management Information System (WHMIS), staff and Supervisor Safety Training, Transportation of Dangerous Goods (TDG), and Non Violent Crisis Intervention (NVC), et cetera. The Coordinator will track training required and completed for each NTHSSA BDR employee, and ensure Regional Managers are aware of their employee's training needs and course completion.

## **RESPONSIBILITIES**

### **1. Program development and delivery of employee training / orientation.**

- Organize, and deliver NTHSSA general orientation for all new employees in collaboration with NTHSSA Talent and Organizational Development (TOD) division.
- Develop, organize, and deliver region specific component of general orientation for all staff working in the BDR, this includes region specific cultural orientation and cultural safety training.
- In collaboration with Territorial Indigenous Wellness staff, organize training designed to increase cultural awareness and competency of BDR employees.
- Implement flexible training programs to meet the needs of shift workers (eg. online learning or self-learning modules), and community staff.

- Deliver individual organizational orientation information to all NTHSSA, BDR new hires (eg. fire plans, key policies, privacy training, PeopleSoft).
- In collaboration with the TOD update orientation programs for all new BDR staff and support employees in accessing on-line training modules.
- Work with the changing needs of regional units to provide awareness and training as deemed appropriate by those functional units.
- Lead the delivery of *Health Information Act* training to staff and contracted employees in collaboration with other regional trainers.
- Deliver First Aid, Applied Suicide Intervention Skills Training and Mental Health First Aid training to staff and contracted employees in collaboration with other regional trainers.

## **2. Staff development and education activities' management.**

- Maintain a written record of all activities, and submit quarterly, special and annual reports.
- Coordinate and distribute course schedules/calendars with existing resources.
- Write funding proposals to seek additional funding from the GNWT, as needed.
- Work closely with the TOD to contribute to the (NTHSSA TOD) Operational Plan and Goals & Objectives with specific indicators.
- Ensure accurate data of course completions in education database for the NTHSSA employees.
- Provide Regional Managers with quarterly reports of mandatory education completed by employees in their departments.
- Support and guide new instructors as needed.
- Research training resources and opportunities as requested by Regional Managers related to increasing NTHSSA BDR staff skills and competencies.
- Lead regional staff social committee and staff engagement activities.
- Coordinate and lead recruitment activities such as Take a kid to work and career fair activities.

## **3. Prioritize and coordinate specialty training for health / social services professionals at NTHSSA, BDR.**

- Work with TOD to ensure Memorandum of Understanding(s) (MOUs) exist between BDR and post-secondary educational institutions.
- Determine cost of above education.
- Coordinate practicum placements.
- Proctor examinations for staff pursuing continuing education, and/or other specialty training.

## **4. Coordinate safety training.**

- In collaboration with the COO and Regional Managers, ensure all staff complete Occupational Health and Safety (OHS) training requirements, relevant to their role (ie. Staff or supervisor).
- Ensure staff are fit test for N95 mask.
- Coordinate training for safety courses like ASSIST, WHMIS, and TDG.

- Work in collaboration with the Regional Manager of Operations (RMO) to provide regular in-servicing on the NTHSSA, BDR, Fire/Disaster Plan.

**5. 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 and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) 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, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

## **WORKING CONDITIONS**

### **Physical Demands**

This position requires the incumbent to stand for long periods of time, up to 4 hours at a time, when facilitating learning sessions.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual sensory demands.

### **Mental Demands**

Facilitating groups of people, with varied experiences and backgrounds, requires the incumbent to be flexible in order to meet the learning needs of students.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and skills relating to instructor certification for nationally recognized programs such as Non-Violent Crisis Intervention.
- Ability to acquire knowledge of relevant Acts, organizational policies, standards, values, guiding principles, and safety knowledge to provide high quality health care and social service delivery.
- Instruction and facilitation skills with adult learners.

- Ability to prepare and deliver presentations in formal and informal settings.
- Ability to prepare clear and concise reporting.
- Ability to communicate in writing and verbally to a variety of audiences with varying levels of background, work experience and education.
- Ability to work in a team environment.
- Skilled with word processing, spreadsheet and databases.
- Ability to communicate in cross-cultural situations and environments.
- Leadership, critical thinking, organizational and interpersonal skills.
- Able to work independently with limited direction or guidance, and to adapt to changing priorities.

**Typically, the above qualifications would be attained by:**

A diploma in Adult Education, or Administration combined with three (3) years of experience as a Facilitator and/or Coordinator, preferably in the field of adult education.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

Instructor certification for nationally recognized programs such as Non-Violent Crisis Intervention.

**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