



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Wellness and Recovery Worker	
Position Number	Community	Division/Region
48 -11133	Fort Smith	Mental Health and Addictions / Fort Smith

PURPOSE OF THE POSITION

The Wellness and Recovery Worker provides supportive basic counselling, education, prevention activities and case management to service users who present with complex needs, such as mental health and addictions. The Wellness and Recovery Worker will develop individualized service plans, navigate pathways between services, and act as a fixed point of contact for service users. This position supports clients who are referred to territorial and southern addiction treatment facilities and those who require supported living and out of territory placement.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ 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 Tłı̨chǫ 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.

Located in Fort Smith, Northwest Territories, the Wellness and Recovery Worker reports to the Regional Manager, Mental Health and Addictions, and functions as part of the Mental Health and Addictions team to facilitate culturally sensitive support to clients who present with complex needs (e.g. mental health and addictions). The Wellness and Recovery Worker provides education and prevention initiatives to the community to achieve a better understanding of the issues surrounding mental health and addictions. This involves working with various community groups and stakeholders, Indigenous leaders and the general public including a diverse population (elders, adults, adolescents, children and families). The Wellness and Recovery Worker provides services in accordance with the NTHSSA policies and procedures; NWT *Mental Health Act*; *Child and Family Services Act*; and the NWT Community Counselling Program standards.

The incumbent plays a key role in addictions treatment services, providing intake and supportive counselling for clients planning to attend territorial or southern treatment programs. This includes basic case management to service users who are referred to addiction programs. The incumbent ensures service user's needs are met through appropriate education, supportive counselling, referral, and treatment and aftercare services.

This position works directly with clients who are dealing with multiple, complex issues. The position will work with clients in the office as well as in the community. Due to the type of work and the nature of the clientele, there may be unpredictability and threats of physical confrontation with those who are at risk, may be highly intoxicated or under the influence of substances or dealing with a mental health issue.

The Wellness and Recovery Worker takes a lead in community based wellness programming, and is involved in organizing and facilitating programs based on community need.

In the absence of a case manager in the Fort Smith Region, the incumbent provides necessary case management to service users who present with complex needs through a coordinated, collaborative and person-centered approach. The incumbent will work with social program and medical professionals, other professionals within the Government of the Northwest Territories (GNWT), and Non-Government Organization (NGO) partners to ensure that service user needs are met.

This position provides these critical functions:

- Supportive counselling for service users with mental health and substance use challenges;
- Community education and prevention activities;
- Referral of NWT service users to supported housing and day programming;
- Referral of NWT clients to in Territory and Out of Territory (OOT) Addictions facilities;
- Case management to service users who need support/care for mental health, substance use, and/or supported living.

RESPONSIBILITIES

1. Provide supportive counselling, education, treatment and after care services to service users presenting with substance use issues.

- Provide supportive counselling service to users with mental health and substance use challenges.
- Conduct client intake and screening with referral to mental health counselling where applicable.
- Use a team approach to access resource persons and services especially during times of crisis and trauma.
- Engage in weekly Clinical Supervision sessions to debrief issues that arise during counselling sessions with service users.
- Complete session documentation and activity reports for educational sessions related to community, small group and individual work.
- Provide on-call after-hour services in rotation with other Mental Health and Addictions staff.
- Submit monthly statistics and caseload reports.
- Become involved in other programs and services as offered by the Community Counselling Program (such as the Acu-Detox program).
- Complete referrals, provide case management and ensure after care is arranged for service users referred to in territory and OOT addiction treatment programs.

2. Coordinate the efficient processing of referrals to territorial and southern addiction treatment programs.

- Provide information to service users on possible avenues for accessing treatment.
- Prepare and complete Territorial and Southern addictions treatment program applications for approval by the Regional Manager.
- Act as a case worker to support service users to navigate OOT treatment placements and travel.
- Provide aftercare and follow-up support for clients through small group and individual education and network of self-help resources.
- Maintain up-to-date knowledge on Territorial and Southern treatment center intake procedures, program options and policies.
- Act as a member of the treatment team to support and liaise with clients in the planning, treatment and aftercare process in conjunction with the treatment center.

3. Provide education, promote wellness and leads prevention activities in the areas of mental health and community wellness.

- Play an active role on various committees and represents the Mental Health and Addictions team (e.g. Interagency Committee).
- Organize key annual events and outreach initiatives (e.g. National Addictions Awareness Week).
- In consultation with the Regional Manager, provide mental health and addiction information at community events.

- Facilitate group presentations to government and non-government organizations regarding services and education around addictions.
 - Advocate for public understanding and awareness of addictions.
 - Coordinate culturally relevant and traditional approaches to healing, such as smudges and talking circles.
 - Keep the public and community agencies informed of programs, services and pathways for service in non-crisis and crisis situations, for substance abuse clients.
- 4. Provide basic case management and support to adults who present with mental health or addiction needs and improves services for clients with complex needs (homelessness, poverty, mental health and/or substance use issues) to be supported by appropriate resources.**
- Manage a caseload of approximately 20 clients in conjunction with a second Wellness and Recovery Worker, those living in territory and those accessing the OOT Placement Program. This is in addition to those accessing this incumbent for counselling.
 - Develop, monitor and assess individual care and treatment plans for clients.
 - Identify and address immediate, short term and long term goals and match services aimed at facilitating client's independence.
 - Develop, implement and coordinate supports for individuals with complex needs and service providers who support these individuals.
 - Provide ongoing case management support to assess progress and ensure goals and treatment plan outcomes are met or changed as needed.
 - Utilize effective communication to develop and enrich the client's health and social networks.
 - Assist clients and families to navigate the broader health and social services system, referring clients to appropriate resources, programs and service providers.
 - Assist clients to apply for homelessness benefits, obtain identification and support them to be aware of how to access financial resources.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

There is a risk of exposure to communicable disease.

Sensory Demands

The incumbent must always use combined senses of sight, touch, smell and hearing to maintain awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring as they are working daily with clients who present with complex needs (mental health & addiction).

Mental Demands

Potential exposure to hostile and unpredictable behavior; the incumbent will be required to interact with high risk individuals who are agitated or under the influence of unknown substances. Daily occurrences with high intensity – up to 1 hour. The incumbent will be frequently exposed to trauma that may include stories of physical/sexual abuse, homelessness and violence.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of physical, psychological and social effects of addictions.
- Knowledge of treatment options for people of all ages with addictions.
- Knowledge of referral routes and care coordination.
- Knowledge of and ability to network resources within and outside the Health and Social Services Authority to ensure support for service users and their families.
- Knowledge of Indigenous traditional cultural/healing practices.
- Ability to perform health promotion activities in the area of addictions and its impact on physical, mental, spiritual and emotional health.
- Ability to work in a cross cultural setting.
- Facilitation skills for individual and group learning using a person- centered approach.
- Ability to work effectively with a variety of people under stressful situations.
- Ability to work with people who may experience cognitive or physical disabilities.
- Awareness of the importance and limitations of confidentiality.
- Oral and written communication skills.
- Ability to apply techniques or plan activities ahead of time to manage emotions or stress.
- Ability to operate a computer with software such as Microsoft Office.
- Ability to be self-directed, meet deadlines, prioritize workloads and manage several tasks.
- Ability to operate as a team member in a multidisciplinary setting.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities required for this position are typically attained by a Bachelor's Degree in the Social Sciences related field combined with one (1) year of current experience in case management or counselling. Or

Diploma in Social Sciences with three (3) years of direct experience in case management or counselling.

Equivalencies will be considered on a case by case basis.

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