



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
<b>X0106</b>	<b>Director of Child, Family and Community Wellness</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
<b>Executive</b>	<b>Chief Executive Officer</b>	<b>HRHSSA</b>

### PURPOSE OF THE POSITION

Reporting to the Chief Executive Officer and working as a member of Hay River Health & Social Services Authority's Senior Leadership Team.

This position is one of six members of the Senior Leadership Team (SLT). Other members are the Director of Finance, Director of Health Services, Manager of Quality and Risk, Human Resources Manager, and the Chief Executive Officer.

The overall purpose of this position is to ensure that clients of all social and community programs operated by the Hay River Health & Social Services Authority (HRHSSA) and its contracted agencies are served appropriately and in compliance with legislation. The Director is responsible for providing overall direction and management to social and community program departments of HRHSSA. This includes strategic oversight to ensure accountability to a number of contracted non-government organizations (NGOs) providing social programs and support to the community, including, but not limited to, overnight shelters, day shelters, family violence shelters, etc.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Náydi Kúe Building, Woodland Manor and/or the Supportive Living Services facility. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full

range of Support Services.

Programs and services are provided to Hay River, which has a population of approximately 3,600 plus six outlying communities with a catchment population in excess of 6,000. The HRHSSA has an operating budget of 33 million dollars and a staff of approximately 250 employees.

The Director, working in collaboration with the managers and supervisors, is responsible for the planning, program development, administration, coordination and evaluation of assigned program areas.

The Director is responsible for the initiation and development of new services and for ensuring the necessary financial, human resources, information technology, and support services are available to establish and sustain programs and services.

The Director is accountable for budgeting, program and policy development in a complex social and community service operation, and must exhibit leadership abilities in such areas as delegating, coaching, group facilitation, and conflict resolution. The incumbent provides information, advice and makes recommendations that contribute to the decision making process regarding strategic planning, financial planning, information and program planning and strategies to the CEO, the Authority and other senior management.

The Director must have broad-based knowledge of all of the Authority's operations. The incumbent must be able to provide leadership to his/her program responsibilities. The Director will be an integral member of the leadership team in strategic and business planning.

Community and social programs managed by the Director encompasses child and family services; services to adults with psychiatric needs, developmental disabilities or brain injury; community mental health, addictions services, community home care services, public health services, and healthy families program. The Director must be knowledgeable in multiple program areas and is responsible for the protection and wellbeing of children specified under the Child and Family Services Act.

The programs managed by this portfolio are governed by a complex array of legislation, policies and procedures. Positions that report to the Director of Social Programs often have staff with professional designations governing their practice. The Director must possess superior problem solving skills, diplomatic communication and interpersonal skills to manage the differing priorities of staff, colleagues and SLT at the Authority and Departmental level. The Director of Child, Family and Community Wellness, as part of the senior leadership team must compete for scarce resources. It is critical that the incumbent be able to articulate needs, priorities, and vision of the organization in which the division is competing with high needs health care and social demands.

This position is largely faced with having to respond to or make decisions in challenging situations involving the delivery of services to clients within the context of a complex and often politically sensitive environment. Problems referred to this position are often not addressed by internal or GNWT policy and therefore require a creative and constructive approach in developing appropriate and consistent responses or solutions.

## **RESPONSIBILITIES**

### **The General Accountability of this position requires the incumbent to:**

1. Set direction to administer and facilitate the day-to-day provision of assigned social and community service areas of the Authority. The Director liaises with external stakeholders to ensure expectations and/or needs are considered in overall planning of services.
2. Assemble the appropriate complement of teams or participants to accomplish strategic and operational goals.
3. Prioritize areas of strategic and operational development based on consultation findings and a strengths/weaknesses and opportunities/threats analysis of the Organization.
4. Establishes goals and objectives for social programs in conjunction with subordinate managers, supervisors, staff and external stakeholders
5. Directs and controls the delivery of statutory mandated services for all community and social program areas throughout the Authority.
6. Established and/or ensures compliance with quality standards for child and family services delivered by the HRHSSA, as required by the DHSS, and in consideration of the resources available, best practices, regulatory bodies and applicable legislation.
7. Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
8. Analyze internal and external situations and data to facilitate planning, decision-making and progress. Overseeing the development, design and implementation of new programs/services in the program areas ensuring evaluation occurs and expectations of the programs/services are met.
9. Demonstrate systems thinking in the implementing, monitoring and evaluation of service delivery. Responsible for implementing standards and processes for measuring success and tracking quality service delivery and outcomes.
10. Develop goals and objectives in collaboration with staff, which are consistent with the strategies, goals and service needs of the community, HRHSSA, NTHSSA and the Department of Health and Social Services.
11. Be fiscally responsible in delivering the programs. The Director contributes, as a member of the Senior Leadership Team, to the development of an operational budget for the social and community service areas by making recommendations on operational needs and capital budget requirements, monitoring the budget on a continual basis to ensure services and programs are delivered in an effective and cost efficient manner.

12. Initiate and maintain strong relationships with key stakeholders in government and other related external agencies and community groups. The Director represents the department or Senior Leadership on various multidisciplinary teams and committees, both internally and externally, to facilitate the provision of quality services and to coordinate services on a local, regional and national level.
13. Maintain a continuing awareness of developments in relevant fields of health and social service administration, through liaison with other professionals and participation in continuing education opportunities.
14. Foster respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Support mutually beneficial partnerships between clients, families and health and social care service providers.
15. Provide consultation and advice to the Chief Executive Officer and the Authority, working as a member of the SLT and sharing overall corporate management of the Authority.
16. Represent the Chief Executive Officer as required. Performing other duties as assigned by the CEO, when required.

#### **POSITION ROLE IN CLIENT & STAFF SAFETY:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

#### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.

- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

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

Strong leadership and management abilities with skills in facilitating change. Knowledge of supervisory principles and the ability to apply those principles to lead and motivate staff, promote team building and foster effective working relationships among departments, clients and their families, and community resources. The incumbent must be able to work with staff to maintain a creative and supportive work environment where people are willing to work together for the benefit of the client.

The incumbent must have excellent oral and written communications, and public relations skills. Ability to communicate effectively in order to: resolve disputes, motivate staff, delegate duties, lead working groups and provide training. Design of reporting systems requires the ability to help users define information needs.

The Director should possess good negotiation/mediation skills, as well as some knowledge of labour relations principles in a unionized environment as he or she is often called upon to resolve conflicts.

Excellent organizational skills, with the ability to anticipate future needs and initiate, coordinate and deliver a wide variety of programs and services.

The Director must possess time and stress management skills in order to effectively manage multiple demands.

Superior problem solving, data analysis skills, decision-making skills, as well as advanced computer skills are required.

The incumbent must also have excellent interpersonal skills to: provide constructive feedback and direction, resolve conflicts, build consensus, delegate, build teams, engage external partners, manage change, earn trust and respect and promote integrity.

A broad knowledge of social and community programs, and management experience is necessary to effectively and efficiently direct and coordinate the delivery of the wide range of client services.

Sensitivity to geographic and cultural needs of people, understanding how community and culture impact the delivery of health care.

The incumbent should possess a general knowledge and understanding of budgeting and financial processes. Planning and financial analysis skills are required to implement new systems and to ensure that the budget processes provide sufficient funding for current and planned operations.

The incumbent must have knowledge of quality assurance processes and accreditation standards. The incumbent must have a broad-based experience in client needs to be able to understand and evaluate whether standards for acceptable care are being met or exceeded.

At a systems or organizational level, the incumbent must be able to: develop strategic and operational plans, needs analyses, budget plans. The Director must be able to solve problems creatively, initiate accountability, consult, set priorities, develop policy, measure and improve performance and develop a client focus orientation.

#### **REQUIREMENTS:**

The knowledge, skills and abilities required for this position are attained through a Bachelor Degree in Social Work and several years of work-related experience in various social program areas, including child protection, and at least 10 years management experience at a senior level. Completion of a Master's Degree in Social Work would be an asset.

Must have or be eligible to be a Registered Social Worker in the Northwest Territories and obtain Statutory Appointment as a Child Protection Worker and Adoption Worker in the Northwest Territories.

#### **WORKING CONDITIONS**

##### **Physical Demands**

Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Majority of the time is spent sitting at the computer, desk or in meetings.

##### **Environmental Conditions**

Incumbent works in an office environment, with mild exposure to infectious diseases. Duty travel is required periodically.

##### **Sensory Demands**

This position has long periods of concentration, accompanied by frequent interruptions resulting in continually evaluating and shifting of priorities. At times three or four senses must be utilized in observing the efficiency and the effectiveness of the incumbents departments.

There is a regular need to give attention, reading, observing and listening to what is happening. Occasionally (Frequently) the need becomes one of giving very close attention.

### **Mental Demands**

Like other (health care institutions) Health Authorities throughout Canada, the Hay River Health and Social Services Authority finds itself existing in a climate of rapid change, fiscal restraint, high turnover rates and facing the constant challenge to attract experienced social and health care professionals. All of these issues can lead to mental anguish, stress and fatigue.

There is ongoing pressure for results, as well as from complaints and requests to improve and/or make changes to client services and programs. Regularly the pressure can increase for a time and may be accompanied by confrontation or similar situations. There is occasionally the need for decisions/actions without much information.

The incumbent is required to participation in decision-making that effects the strategic direction of the operation, client care, staffing and resource acquisition and usage. The work requires periods of intense concentration and subject to constant interruption.



The position deals with conflicting priorities, tight deadlines, heavy workload, difficult clients, frequent complaints, politicians, news organizations and funding disputes.

As a senior manager, the incumbent must often work long hours; take calls during evenings and weekends to resolve urgent situations or to be informed of any unusual occurrences.

**CERTIFICATION**

**Director Child, Family & Community Wellness**

**Position Number: X0106**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>Chief Executive Officer Supervisor Title</p> <p> _____ Supervisor Signature</p> <p>April 15, 2021 _____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p> _____ Chief Executive Officer Signature</p> <p>June 14, 2024 _____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position@.**