



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-123-FSW-1380	Healthy Family Worker	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Family Support	Healthy Family Program Supervisor	Gensen Building

### PURPOSE OF THE POSITION

Under the direction of the Healthy Family Program Supervisor, the Family Support Worker works to deliver a culturally-based proactive, outreach-orientated, and strengths-based program focused on universal family support, education and community engagement for families with young children (ages 0-6 years) for the Northwest Territories Health and Social Services Authority. The position assists in strengthening the parent-child relationship by improving parenting skills, reducing family stress and meeting the needs of parents. The position works closely with other government and non-government resources in the provision and coordination of services to children and families.

### SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) 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, Métis, and non-Indigenous persons. HSS 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 HSS staff.

While the Hay River Health & Social Services Authority (HRHSSA) will operate under a separate board, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Services 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 goal of the Healthy Family Program (HFP) is to build upon the strengths of families and communities to support parents in ensuring healthy child growth and development. The program assists parents by providing support, information, and by facilitating connection to community and culture towards better supporting child growth and development. The seven principles of the renewed program are as follows: fun and engaging; Dene, Inuvialuit and Métis culture-centered; accessible and approachable; inclusive; community-driven; trauma-informed; and, flexible. It is open to caregivers and young children up to school age, free of charge.

The program is delivered by the NTHSSA in all regions, except in Hay River, where the HRHSSA is the lead, and in the Tłıchq Region, where the Tłıchq Government is the lead.

Located in Hay River, the Healthy Family Worker reports to the Family Support Supervisor, and is an integral member of the community Child and Family Services team. Clientele include families, children under school age, other family members, community members and other health care providers. All family supports are culturally safe, trauma-informed family-centered, strength-based, and directed at establishing a trusting relationship with families.

Healthy Family staff are responsible to deliver three 'streams' of services, all of which are universally accessible to families with children 0-6 years. HFP staff conduct one-to-one visits with parents/caregivers, facilitate group programs and community workshops, and serve as "community connectors," linking families with healthcare, cultural, and peer support resources. Additionally, they engage in multi-disciplinary teams to support the integration of early childhood services and participate in on-going quality improvement activities to support the implementation of culturally safe, universal services.

The Healthy Family Worker is also responsible for administrative duties, including regular program reporting and documentation and participation in regular knowledge sharing forums.

This position engages one-to-one with families to address their unique concerns and to help them achieve their goals, and the incumbent facilitates family-centered assessment and goal setting and service planning in order to provide trauma-informed and family-driven supports. The Healthy Family Worker provides parents/caregivers with evidence-informed, culturally safe parenting and child development information to strengthen the roles of parents and build a foundation for healthy child environments. All service streams support families to strengthen protective factors associated with positive outcomes for all children, and emphasize the participation in community and connection to culture. Additionally, services support family relationships and connection to healthcare, community, and cultural resources.

The Healthy Family Worker collaborates with their community network of Cultural Knowledge Holders, Elders, and early childhood staff and other healthcare providers (e.g. Public Health and Community Health Nurses, Midwives, Oral Health staff, etc.) to deliver culture- and land-based group programs that are universally accessible, strengthen the roles of parents, and support healthy child development. Additionally, they support families to access preventative medicine, supporting attendance at Well Child Visits and identifying possible areas for early intervention supports i.e. speech and language or other possible developmental delay.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remain significant disparities in their overall health status in comparison to non-indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. With specific reference to Child and Family Services, Indigenous families and their children are disproportionately overrepresented in the system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack within the Child and Family Services System of culturally safe and accessible family supports. These factors have also impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe interacting with staff and the HSS system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today, therefore the Healthy Family Program renewal project is intended to support a system-wide shift towards prioritizing early childhood development, culturally based prevention, and, family and community-driven programming.

This position requires the incumbent to demonstrate compassionate care that is free of racism and discrimination to clients, families, community members, and other members of the health care team. Practicing from a trauma-informed care perspective is expected and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful and humble.

## **RESPONSIBILITIES**

- 1. Provides family-led one-to-one supports to families with children 0-6 years in order to promote; responsive parenting/caregiving, healthy child development; support family wellbeing, access to healthcare, and connection to community and culture.**
  - Establishes a voluntary, trusting relationship with program families.
  - Uses outreach approaches to meet with all families who are interested in learning about Healthy Family Program services.
  - Using strengths-based and relationship-based approaches and facilitates family-centered assessment, goal and service planning with families to understand family strengths, culture, strengths, and priorities.
  - Applies working knowledge of parent-child interaction and child development to help clients improve their parenting skills, reduce family stress, and increase parental knowledge of age appropriate activities for their children.
  - Assists parents in learning problem-solving and coping skills by teaching and modeling these skills and/or by referring them to appropriate agencies.
  - Establishes an individual family support plan with the family, identifying goals, objectives, and activities to help meet the family's needs.
  - Meets with Supervisor to evaluate and plan intervention strategies to effectively support family goal achievement.
  - Provides support to families regarding day-to-day child care/parenting issues.
  - Assists parents in making and attending appointments for medical/health, social services agencies, including Well Baby and Well Child appointments.
  - Provides key information regarding key/shared parenting challenges e.g. toilet training, discipline, sleep, etc.
  - Provides culturally safe and evidence-formed information regarding parenting and child development, including through the facilitation of the Families Together: Weaving Wellness and Wisdom parenting toolkit materials.
  - Uses strengths-based and family-centered approaches to support growth and to communicate concerns to parents.
  - Engages in clinical supervision on a regular basis to reflect and discuss challenges and creative solutions within practice.
  - Utilizes clinical supervision and reflective practice when challenges and concerns arise to ensure that supports and services remain trauma-informed, strengths-based, and support families in their goal achievement.
  - Monitors parent, child and parent/child relationship, reporting any concerns to the supervisor, ensuring proper documentation are complete.
  - Completes "Community Connector" tasks to support families wishing to connect with other services or requiring support for integration of services.
  - Participates in case conferences, with family's consent, to support service integration.
  
- 2. Works in partnership to deliver group programs that build connection and collaboration for family, cultural, and community resources to support healthy families.**
  - Plans, organizes, and delivers program specific activities/sessions for groups (parent and tots program, parenting program, etc.).
  - Facilitates group programs and workshops that are open to all community members using the Families Together: Weaving Wellness and Wisdom toolkit.
  - Maintains an active and positive working relationship with other agencies involved with the health and well-being of children in order to gain an understanding of the trends in health issues and to use this information to design and tailor programs to meet community needs.
  - Delivers breastfeeding and maternal infant care groups and workshops.
  - Establishes community partnerships to offer culture- and land-based early childhood and parenting programs that promote healthy outcomes for all children.

- Delivers universal programs for families with children 0-6 years.
- Maintains a list of all resources available in the community and region.
- Plans, organizes, and delivers the Collective Kitchen program.

### **3. Assesses, documents, and reports.**

- Documents appropriate and up to date information on the case record forms and data entry forms. One to one visit records are completed within 48 hours of visits and submitted to Supervisor for approval. Provides client reports as required.
- Gathers and records statistical information relevant to the client and program, including quality improvement activities.
- Monitors, evaluates, and documents client progress towards goals.
- Participates in supervisory sessions with the immediate program Supervisor.
- Attends in- service training and participates in continuing education opportunities as required.

### **4. Integration and Community Collaboration.**

- Participates in multi-disciplinary team meetings, program planning and other activities.
- Participates in the Early Childhood Development Interagency (ECDI) committee and assists with the integration of early childhood supports at the community level.
- Participates in initiatives, such as the local ECDI Committee, to promote integration of early childhood development supports and services.
- In collaboration with community partners, leads the development of a monthly community calendar of early childhood programs and activities.
- Participates in territorial Healthy Family staff teleconferences.
- Uses Outreach approaches to invite all families to participate in Healthy Family Program activities and to promote integration of Early Childhood Development services at the community level.
- Uses various platforms and methods to promote culturally safe parenting and early childhood activities and information.
- Uses various platforms and methods to promote the importance of early childhood development and to strengthen the roles of parents in the community.

## **WORKING CONDITIONS**

### **Physical Demands**

Lifting and carrying bags (toys, supplies) and lifting children 10-15 pounds on a daily basis. Bending, kneeling (while working with children) required on a daily basis with each home visit. Stairs in and within house, lifting children in an out of car seat, assisting children with mobility.

### **Environmental Conditions**

Exposure to accident and health hazards (Tuberculosis, Hepatitis C, HIV) on a daily basis, due to client interaction.

### **Sensory Demands**

Multiple senses required for nonverbal communication, parent/child interaction, observation skills for unusual signs and symptoms of illness, and assessing the physical environment, required on a daily basis.

### **Mental Demands**

Incumbent provides support for families who may be angry, frustrated, anxious, depressed, and/or difficult to work with required on a daily basis. Works independently and attends home; may experience unpredictable situations on a daily basis. Works in a cross- cultural setting for clients with different value systems and/or language. On a daily basis.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Child development and parenting skills.
- Knowledge and application of knowledge regarding Pre and Post Natal Care.
- Knowledge of universal precautions to protect worker and client from transmission of infections.
- Knowledge of family issues and stresses of parenting (family violence and addictions).
- Skilled in child management strategies (non-violent).
- Knowledge of resources available in community.
- Knowledge of addictions and family violence and its impact on children.
- Knowledge of and/or the ability to learn and understand the cultural history of the community especially with regards to parenting.
- Computer (word processing, data entry, excel).
- Verbal and written communication skills.
- Interviewing and assessment skills.
- Ability to work independently and in a cross-cultural setting in a non-judgmental manner.
- Ability to work as a member of a community care team setting.
- Ability to speak an indigenous language is an asset.
- Ability in speaking in a group and support facilitated discussion. • Assessment skills and ability to make appropriate referrals.

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

Diploma in Early Childhood Education or Social Work, and a minimum of one (1) year of experience working with families (0-6 years).

## **ADDITIONAL REQUIREMENTS**

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

### **HRHSSA – Regional Requirements**

- Valid Class 5 driver's license
- Basic CPR
- WHMIS
- Safety Mask Fit testing

### **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

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<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>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ 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@.**