

Tłchq Government Job Description

Job Title: Manager, Clinical Care and Case Management
Department: Department of Healing and Community Wellness
Reports To: Director of Healing and Community Wellness
Location: Behchokò
Job Status: full-time, permanent

Purpose

The Manager, Clinical Care and Case Management provides expertise and coordination in order to expand the continuum of culturally safe mental wellness and addictions services and establish systems and supports that improve access to care. The overarching purpose of their work is to strengthen support for Tłchq citizens at all stages of their journeys toward addictions recovery and wellness.

The Manager is guided by a full understanding of 'access' that requires looking at the accessibility, availability, affordability, adequacy and acceptability of a service, in addition to whether clients and providers are aware that a service exists. By sharing their deep understanding of Tłchq clients and health and social services systems, the Manager is essential to helping Tłchq Government (TG) build a system of care where clients are linked with a wide range of services that address their wholistic needs. This will include helping to lead TG efforts to develop and implement a regional model of aftercare and systems for integrated case management, including for Tłchq Citizens experiencing homelessness.

The Manager's work is based in cultural sensitivity, empowerment, advocacy and dedication to improving Tłchq Citizens' quality of life. The incumbent will make significant contributions to efforts by TG and the Department of Healing and Community Wellness to nurture a strong and resilient Tłchq Nation through connection, unity and a sense of belonging.

Scope

The Manager, Clinical Care and Case Management reports to the Director of Healing and Community Wellness. The position supervises the Clinical Care and Case Management unit, which comprises Community Counselors, the supervisor and staff at community warming shelters, and Homelessness Outreach staff. The Manager's scope of work includes strategic, financial, operational and human resource management of this unit, and ensures that initiatives are monitored and evaluated.

The Manager provides compassionate support and coordinates services while advocating for clients vis-à-vis agents in the health and social services system. The incumbent demonstrates humility, respect and caring, and is a skilled builder of relationships and networks. Given the need for systems thinking in their work, the Manager coordinates and collaborates with multiple internal and external partners, such

as medical professionals and social workers working at Tłıchq Community Services Agency (TCSA) and territorial government. The Manager facilitates and participates in various internal and external meetings as required. The incumbent will have a deep understanding and appreciation of Tłıchq culture, traditions and language to establish trust and respect within communities and facilitate access to cultural activities.

Duties and Responsibilities

The duties and responsibilities of the Manager, Clinical Care and Case Management include the following.

1. Upholding the highest standards of respect, privacy and confidentiality, establish and deliver a greater range of person-centered, culturally safe addiction recovery and healing service options for Tłıchq Citizens

- a. Design and/or oversee the delivery of programs and services to enhance access to culturally safe services by Tłıchq Citizens seeking help with addiction recovery and healing
- b. Oversee streamlined processes for the recruitment, support and referrals of Tłıchq Citizens seeking assistance with addiction recovery, including those seeking aftercare resources following addiction treatment
- c. Collaborating with partners across TG, TCSA and communities, develop an aftercare framework and aftercare planning resources for Tłıchq clients finishing a residential treatment program, ensuring they are provided with critical supports for success
- d. Support TG efforts to advocate for a healing and treatment centre located in Northwest Territories
- e. Investigate options for addiction recovery and healing services, including southern-based residential treatment, for youth under the age of 18, and improve access to these services for Tłıchq youth
- f. Support the Director to ensure the availability of funding for Tłıchq Citizens to access Indigenous culture-based addictions treatment at residential facilities, when they need it
- g. Liaise with other units in the Department of Healing and Community Wellness and other departments across TG to ensure Tłıchq Citizens' addiction recovery and healing service needs are being met
- h. Stay up to date with health and social services programs and policies, and support Tłıchq clients to navigate the territorial health and social services system and find solutions to any challenges or concerns they may face
- i. Collaborate with other professionals and organizations, such as social workers, healthcare providers and Indigenous Patient Advocates, to ensure comprehensive, culturally safe care and support for Tłıchq clients

- j. Advocate for the needs and rights of Tłchq clients to ensure their access to services, referrals and supports, particularly with regard to mental health, addiction recovery and healing, but also including other areas that represent the social determinants of health (e.g., education, justice, housing, long-term care)
- k. Oversee the maintenance of secure and up-to-date documentation of client files

2. Develop, monitor and continually improve an integrated case management model to support Tłchq clients before, during and after access to mental health and addiction services, with special attention toward Tłchq Citizens experiencing homelessness

- a. Collaborating with partners across TG, TCSA and communities, develop and implement regional case management processes and standards, including inter-agency referral, intake assessment and personalized care plans, that ensure Tłchq clients are connected with services that address their wholistic needs (e.g., healthcare, legal services, long-term care, housing, income support)
- b. Engage a credentialed evaluator to support the development of a Tłchq case management evaluation framework that includes culturally relevant outcome measures of client health and fits within broader TG evaluation frameworks
- c. Regularly review data generated through monitoring and evaluation of the case management model and make improvements as required
- d. Collaborate with partners such as TCSA and community-based organizations and listen to community feedback in order to provide effective, sound oversight of programming and operations at warming shelters in Tłchq communities
- e. Oversee initiatives to strengthen outreach and support to Tłchq Citizens experiencing homelessness, in all communities

3. Develop, facilitate and sustain interdepartmental and community partnerships to establish a system of care approach where clients benefit from an organized network of services that address structural and social determinants of health

- a. Actively engage and collaborate with Elders, leaders and other community members to identify and assess their specific needs, concerns and aspirations, demonstrating cultural sensitivity, respect and flexibility at all times

- b. Build and maintain a network of partners across the region, TG, territorial government and federal government (e.g., social workers, educators, Indigenous Patient Advocates, Non-Insured Health Benefits Navigators) and work with these partners to ensure continuity of care for Tłıchǫ clients
- c. Coordinate meetings with internal and external partners, contributing to the design and implementation of multi-partner, multi-stakeholder initiatives to develop a regional Tłıchǫ approach to community-based aftercare
- d. Support each Tłıchǫ community to establish and coordinate interagency committees that meet on a quarterly basis, at minimum
- e. On an annual basis, support the Director to coordinate a special interagency meeting in each community to review progress under the TG-TCSA Healing Path Strategy and revise action plans as needed
- f. Allocate and manage funding for community interagency committee meetings as may be required
- g. In collaboration with the Community Care unit, sustain partnerships with and funding for community-based, non-profit organizations that are positioned to service Tłıchǫ communities in support of TG and Departmental strategy and priorities

4. Oversee project and financial management processes and deliverables in the Clinical Care and Case Management unit in accordance with Departmental and TG policy and priorities

- a. Anticipating the resources and actions required to support goals and objectives, develop and monitor annual and long-range workplans for Clinical Care and Case Management and contribute to the development of Department-wide workplans as requested
- b. Support the design and development of monitoring and evaluation plans, tools and processes and administer them to confirm that program design and service delivery are efficiently and effectively meeting community and TG goals
- c. Identify opportunities for external funding and develop and submit proposals to third-party funders in support of approved workplans
- d. Maintain comprehensive documentation of programs and services as they are implemented, including but not limited to activity reports and program evaluations

- e. Prepare activity, evaluation and financial reporting to meet program accountabilities, long-range planning requirements and terms of third-party funding agreements
- f. Develop and manage budgets, including the approval, coding and tracking of expenditures, and prepare financial reporting to the Director, Healing and Community Wellness on at least a quarterly basis
- g. Administer and monitor contribution agreements and contracts as required
- h. Serve as spending authority for Clinical Care and Case Management

5. Prepare briefing and communications materials as required

- a. Prepare briefing notes, presentations and recommendations upon request to keep the Director, senior management and Chief's Executive Council informed about relevant programs and initiatives, as well as any gaps in service and options to address those gaps
- b. Contribute to the development and implementation of a Departmental communications plan to ensure that Tłıchq Citizens are informed of programs and pathways for mental health, addiction recovery and healing
- c. As required, collaborate with TG Communications to design, develop and implement communications and health education content/resources through online/social media, print and various audiovisual formats

6. Promote a culture of continuous learning and mutual support within the Department of Healing and Community Wellness and Tłıchq Government

- a. Stay updated on best practices, new interventions and changes in health and social service policies through ongoing training and professional development
- b. Identify and seek approval for training opportunities that align with professional goals and the needs of Tłıchq communities
- c. Attend and present at relevant workshops, seminars, conferences and webinars
- d. Participate in regular supervision or consultation sessions with experienced professionals or mentors and use these sessions to discuss cases, seek guidance and receive feedback
- e. Build and maintain a network of professional contacts that provides opportunities for knowledge sharing, mentorship and collaboration

- f. Promote training, education and knowledge sharing among other Departmental and TG staff, including through collaboration with other TG departments to provide ongoing staff training in areas including, but not limited to: trauma-responsive service, mental health first aid, suicide intervention skills, health privacy, access to information, and data protection standards and legislation

7. Perform other related duties as required

Supervisory Responsibilities

The Manager, Clinical Care and Case Management will supervise Community Counselors, community warming shelter staff, and Homelessness Outreach staff.

Education and Skills

The Manager, Clinical Care and Case Management is expected to have the following educational background, work experience and skills:

- College diploma/university degree in a health or social services-related programs
- Minimum 3 years of work experience in a related field
- Valid driver's license
- Valid CPR/First Aid
- Satisfactory criminal record check with vulnerable sector check
- Strong interpersonal and communication skills and ability to work as part of a team
- Strong time management skills and the ability to work in stressful situations
- Knowledge of resources and services available to individuals seeking addiction recovery and wellness services in the Tłchq region, including awareness of facilitators and barriers that impact access by Tłchq Citizens
- Familiarity with the Tłchq language, culture & way of life
- Ability to understand, speak, read and write Tłchq Yatì is an asset
- Basic computer skills; proficiency with Microsoft Office an asset

Working Conditions and Effort

The Manager, Clinical Care and Case Management is expected to demonstrate the following abilities.

- Productively navigate conversations about topics such as addictions, healing, systemic racism, and community impacts of colonization
- Work effectively in cross-cultural settings with a wide variety of people while modeling compassion for oneself and others
- Work independently on multiple tasks with a minimum of supervision
- Make effective decisions while under pressure and within tight timelines
- Ability to ask for help when needed

- Willingness to work overtime as necessary, when directed, as well as the ability to work flexible hours (including evenings, weekends and holidays) to accommodate the needs of clients
- Willingness to travel regularly to visit clients and leaders in different locations, which can involve commuting to various communities or homes
- Willingness to assist clients with activities of daily living, which can involve physical tasks like lifting, transferring, and providing personal care
- Vigilance about safety, especially when working in potentially high-risk environments or with clients who may exhibit aggressive behaviors
- Adaptability and responsiveness to changing circumstances and directions from Director, when client needs evolve, or as new information emerges
- Ability to follow direction of and collaborate with the Director to maintain the quality, consistency and ethical integrity of programs and services

Confidentiality

During the performance of his/her duties, the incumbent may gain knowledge of personal and/or confidential information related to Tłıchq citizens seeking assistance for their addictions, employees, leadership and or business of the Tłıchq Government and the Tłıchq Community Services Agency. The incumbent will not use for his/her own benefit, or divulge to any persons, firm, company, government or other organization, any confidential information gained as a result of this position.

Certification

Dated this _____ day of _____, 20__	
_____ Employee's Printed Name	_____ Supervisor's Printed Name
_____ Employee Signature Date	_____ Supervisor's Title
	_____ Supervisor's Signature
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.

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