



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911 route Mackenzie  
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
New	Community Wellness Worker (CWW)	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Counselling Services (CCS)	Clinical Supervisor Community Counselling Services	Gensen Building

### PURPOSE OF THE POSITION

Reporting directly to the Clinical Supervisor, this position is responsible for providing counselling, education, and prevention activities to the community, family and individuals in the areas of mental health and addictions. In addition, the incumbent is the first point of contact for intake into the Matrix Intensive Outpatient Addictions Treatment Program as well as for territorial or southern treatment facilities.

The Community Wellness Worker works in partnership with the Mental Health Counsellors and Clinical Supervisor, to provide effective mental health and addiction services to the community. The incumbent works in partnerships with other government and non-government organizations.

### SCOPE

Located in Hay River, NWT, the CWW works as part of the Community Counselling Services team, to facilitate culturally sensitive support in the areas of mental health and addictions.

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 Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). 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.

The CWW provides education and prevention initiatives to achieve a better understanding of the issues surrounding mental health and addictions. This involves working with various community groups and stakeholders, Aboriginal leaders and the general public (elders, adults, adolescents, children and families). The CWW plays an important role in ensuring that client needs are met through culturally relevant education, referral and aftercare services, facilitating personal development in issues related to mental health and addictions. The incumbent works collaboratively with other social and medical professionals as well as organizations and professionals outside the health and social services community, to meet the overall goals and objectives.

Challenges to the incumbent in this position would include the need for frequent negotiation and advocacy on the behalf of clients with complex needs in order for them to access appropriate treatment resources and the safe-guarding of confidentiality in a small community.

## **RESPONSIBILITIES**

### **1. Provides counselling support in the areas of addictions and mental health, and facilitates treatment referrals:**

#### ***Main Activities:***

- Conducts client intake and screening with referral to mental health counselling where applicable;
- Uses a team approach to access resource persons and services especially during times of crisis and trauma;
- Conducts screening for suicide risk and risk of violence, victimization and other abuses of persons, physically, emotionally or sexually, and identifies resources available to the client;
- Provides counselling for addictions caseload;
- Engages in weekly Clinical Supervision sessions to debrief issues that arise in supportive therapy sessions with clients;
- Completes territorial and southern addictions treatment program applications;
- Acts as a case worker when dealing with the Out-of-Territory committee in order to coordinate client treatment placements;
- Provides aftercare and follow-up support for clients through small group and individual education and a network of self-help resources;
- Completes client session documentation and activity reports for educational sessions related to community, small groups and individual client work.

**2. Provides education, promotes wellness and leads prevention activities in the areas of mental health and addictions:**

***Main Activities:***

- Plays an active role on several committees and represents the Community Counselling Services team;
- Provides Mental Health and Addictions information at community events;
- Facilitates group presentations to government and non-government organizations regarding services and education around Mental Health and Addictions;
- Provides organizational support;
- Advocates for public understanding and awareness of addictions, mental health disorders and family violence;
- Keeps the public and community agencies informed of programs, services and pathways for service in non-crisis and crisis situations, for substance abuse users, mental health and family violence clients.

**3. Facilitates the Matrix Intensive Outpatient Addictions Treatment Program and other wellness related programs:**

***Main Activities:***

- Provides daily instruction and facilitation of in-house addictions treatment program;
- Maintains attendance records and client files;
- Notifies Clinical Supervisor of ethical issues or crisis situations which may arise;
- Participates in end-of-program reviews and implements new ideas for future programs;
- Responsible for managing all print materials and keeping on program schedule;
- Incorporates culturally relevant materials from other sources;
- Engages in weekly Group Supervision sessions to debrief issues that arose in Matrix daily sessions;
- Engages in the same activities for any other wellness related program that is implemented.

**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**

- Ability to perform health promotion activities in the area of mental health, addictions and family violence and its impact on physical, spiritual and emotional health.;
- Ability to facilitate individual and group learning using a client centered approach;
- Knowledge of physical, psychological and social effects of addictions, mental health and family violence;
- Knowledge of and ability to apply current practices in the management of risk factors for addictions, mental health disorders and family violence;
- Knowledge of treatment options for people of all ages with addictions;
- Knowledge of referral routes and care coordination;

- Basic knowledge of the NWT Mental Health Act and the Child and Family Services Act and knowledge of other NWT legislation;
- Knowledge of and ability to network resources within and outside the Hay River Health and Social Services Authority to ensure support for clients and their families;
- Awareness of the importance and limitations of confidentiality;
- Excellent oral and written communication skills;
- Ability to operate a computer with basic software;
- Ability to be self-directed, meet deadlines, prioritize workloads and manage several tasks at once;
- Self-control (Responds calmly): feel strong emotion in the course of conversation or other tasks, such as anger, extreme frustration, or high stress, control emotions, and continue to talk or act calmly;
- Flexibility (Adapts normal procedures): alter normal procedures or ways of working to fit a specific situation to get the job done and/or meet HRHSSA goals;
- Valuing Diversity (Monitors and modifies own behavior): monitor and evaluate own beliefs and behaviors with regard to prejudices and personal bias, and practice new behaviors as appropriate;
- Initiative (Addresses current opportunities or problems): recognize and act upon present opportunities or address present problems (usually within a day);
- Presentation Skills (Presents effectively): ability to deliver presentations that are well structured, meaningful and easy to understand;
- Conceptual Thinking (Sees patterns): when looking at information, see patterns, trends or missing pieces and notice when a current situation shows some similarities to a past situation, and identify the similarities;
- Listening, Understanding and Responding (Listens responsibly): demonstrate objective and active listening. This includes an ability to behave in a helpful and responsive manner and an ability to seek out the facts and pertinent information before drawing conclusions;
- Client Service Orientation (Addresses underlying needs): seek information about the real, underlying needs of the client, beyond those expressed initially, and match these to available services;
- Teamwork and Cooperation (Cooperates): participate willingly and support team decisions (i.e., good team member/player). This includes doing one's own share of the work and sharing all relevant and useful information;
- Expertise (Answers/questions): answer questions as an expert when asked. This includes telling people about current understanding of technical issues.

**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 or Diploma in Psychology (or a related field) together with one year of relevant experience in a scope of practice or experience solely restricted to addictions and mental health. Supervised work experience is also required.

## **WORKING CONDITIONS**

### **Physical Demands**

Home visits and community based presentations will require the incumbent to carry 5-15 lbs. of presentation supplies and aids to the location of the presentations in all climactic conditions (private homes, schools, health centre). The incumbent may be expected to walk to the sites on a daily basis in all climactic conditions.

The incumbent will also spend time in front of a computer and sitting for long periods of time with clients.

### **Environmental Conditions**

The incumbent will spend part of their day in client homes or in public locations where they may be exposed to health hazards such as cigarette smoke, pets and unsanitary conditions that may make the incumbent sick. During home visits and community presentations, the incumbent may be exposed to potentially abusive (verbal and physical) clients and family members.

In addition, the incumbent will be exposed to all weather conditions (ranging from -40 to +30) when moving between the office and locations for public presentations and home visits. The constant changes in temperature may be stressful.

As a result of living in an isolated northern community, the incumbent may be required to travel on small planes and ice or winter roads when traveling to or from the community.

### **Sensory Demands**

The incumbent will spend most of their days in providing direct client care when the incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care in an uncontrolled setting (e.g., client's home). Working within the client home may be extremely distracting and make normal assessment and decision making more difficult as these settings may be distracting for both the incumbent and the client.

The incumbent requires the ability to listen and observe for verbal and non-verbal communications during sessions with clients, and must practice active listening skills on a daily basis which requires intensive concentration.

The incumbent may spend part of their day on administrative duties within an office setting.

### **Mental Demands**

The incumbent may become involved in situations with community members who are experiencing stress and confusion with respect to the delivery of mental health care services or the status of their own mental health. This involvement/interaction may occur at any time and cause significant disruption to the incumbent's family and social life.

The incumbent works in a stressful environment and may face ethical dilemmas and

conflicting situations. Mental stress can be caused by the unpredictability of the work and the intense emotional experiences of clients.

## CERTIFICATION

Position Number: \_\_\_\_\_

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature      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.**