

EXTERNAL

Position:	Third Party Administration Coordinator	Type:	Relief
Program:	Third Party Administration	Posting #:	2213-TPAC-210211
Location:	Victoria	Hourly Rate:	\$22.05
Schedule:	Weekdays (0830-1630)	Closing Date:	Open Until Filled

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

Located in offices throughout the Lower Mainland and Victoria, the Third-Party Administration Program case workers assist individuals who are in receipt of social assistance to receive the statutory and regulatory entitlements to which they are entitled. Clients are not able to access service through regular ministry offices due to their high support needs such as mental health and addiction issues. TPA case workers act as a bridge between Ministry of Social Development and Poverty Reduction staff and clients. Staff complete case file documentation, collect and forward information as needed, and assist client to access community resources to meet their needs.

We are hiring a **Third-Party Administration Coordinator** in Victoria.

KEY RESPONSIBILITIES

- Assist referred clients with the My Self-Serve registration for online services
- Prepare an Action Plan with clients to assist clients to meet their personal needs such as to develop better personal management skills like anger management, literacy, personal hygiene or appropriate harm reduction strategies to enable a goal of successful return to regular service within a year of referral
- Assist clients in consultation with Ministry staff, to understand BC Employment and Assistance Legislation, Regulation and Policy
- Make recommendations to the Ministry about the needs of clients and implement/advise the client of the Ministry decisions regarding benefits or services.

EDUCATION AND EXPERIENCE

- A degree in Arts or a related field, or the equivalent education and at least one year's direct program delivery experience in the community social services are required
- Working knowledge of community-based programs; welfare entitlements and provincial and community services is preferred

SKILLS & ABILITIES

- Excellent interpersonal behaviour and good communication skills both written and verbal
- Strong organizational, advocacy and time management skills
- Understanding of mental health and addiction issues
- Ability to respond to clients with mental health and addiction issues in an appropriate manner
- Crisis management, de-escalation skills are essential
- Understanding of community-based programs and Ministry regulations regarding entitlements
- Knowledge of social assistance services as provided by the Ministry of Social Development

- Proficient in Microsoft Office including Outlook, Word and Excel.

JOB REQUIREMENTS AND EXPECTATIONS

- Occupational First Aid Certificate
- Doctor's note of fitness required
- Satisfactory Criminal Record Review (vulnerable sector search)
- Valid driver's license and access to vehicle required
- Satisfactory driver's abstract required

This position requires union membership.

Applications from male and female candidates are welcome.

EFry is an equal opportunity employer and is committed to building a diverse workforce and strongly encourages applicants that represent those we serve. We welcome applicants with non-traditional educational backgrounds and field experience.

Interested candidates must submit a cover letter and resume to humanresources@elizabethfry.com.

Please note only short listed candidates will be contacted for interview. No phone calls please.