

## **JOB POSTING**

<b>Position:</b>	<b>TPA Case Coordinator</b>	<b>Status:</b>	<b>Casual</b>
<b>Program:</b>	<b>Third Party Administration</b>	<b>Start Date:</b>	<b>ASAP</b>
<b>Location:</b>	<b>Victoria</b>	<b>Hourly Rate:</b>	<b>\$24.68</b>
<b>Schedule:</b>	<b>Monday -Sunday 8:30am-4:30pm</b>	<b>Posting #:</b>	<b>21-036</b>
		<b>Closing Date:</b>	<b>November 8, 2021</b>

---

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.

**We are recruiting a casual, on-call, Third-Party Administration (TPA) Case Coordinator to support our Third-Party Administration offices in Victoria.** 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 Coordinators 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.

### **KEY RESPONSIBILITIES:**

- Acts as a third party for administration of social assistance and transference of documents and information.
- Accepts client referrals from the Ministry offices.
- Interviews and assesses clients, gathers information relevant to clients' problems, needs and risks.
- Maintains regular communication with client and the Ministry, provides progress discussions/reports.
- May provide life skills training in behaviour management, money management and poverty rights, access of entitlement.

### **QUALIFICATIONS:**

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

**MANDATORY JOB REQUIREMENTS:**

- **Minimum on-call availability of 4 days per week to provide staffing coverage for sick, vacation and other employee absences as required.**
- Occupational First Aid Certificate.
- **Evidence of COVID-19 vaccination status.**
- Doctor's note of fitness required.
- Satisfactory Criminal Record Review (vulnerable sector search).
- Applicants with valid Class 5 driver's license and Satisfactory driving record preferred.
- Access to vehicle preferred.

This position is open to all genders and requires union membership.

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 [hr@elizabethfry.com](mailto:hr@elizabethfry.com) by no later than November 8, 2021, with the subject line TPAC 21-036.

**We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.**