Elizabeth Fry Society of Greater Vancouver

JOB POSTING

Job Title:	**Case Worker**	**Status:**	**Casual**
Program:	**Third-Party Administration**	**Start Date:**	**ASAP**
Location:	**Vancouver**	**Hourly Rate:**	**$31.56**
Hours:	**8:30am – 4:30pm**	**Posting #:**	**26-TPA-106**
Schedule:	**Monday – Friday**	**Closing Date:**	**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.

We are recruiting a casual, on-call Case Worker to support our Third-Party Administration (TPA) office in Vancouver. With 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 clients 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.
- Provides case management and where necessary, identifies participant challenges and develops intervention plans.
- 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 (1) 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 and 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.

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- Understanding of case management and motivational interviewing.
- Proficient in MS word, excel, outlook and data entry.
- Valid driver's license (Class 5) with satisfactory driving record and access to a vehicle, an asset.

MANDATORY JOB REQUIREMENTS:

- Minimum on-call availability of 3 days per week to provide staffing coverage for sickness, vacation and other employee absences as required.
- Standard First Aid with CPR-C.
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).
- Valid driver's license (Class 5) and satisfactory driving record preferred.
- Access to vehicle preferred.
- This position requires union membership.

EFry is committed to creating an inclusive and equitable environment where all those participating in the organization are valued for their differences. We encourage and welcome applications from all qualified individuals, including applicants from all cultures and backgrounds, racialized communities, indigenous communities, diverse sexual and gender identities, various religious backgrounds, women, and those with disabilities. We are committed to a selection process and work environment that is inclusive and barrier-free. We encourage applicants to self-identify if they wish to do so.

All Internal Interested candidates must submit a cover letter and resume to hiring@efry.com, with the subject line **Internal - TPCW 26- TPA- 106.**

All External Interested candidates must submit a cover letter and resume to hiring@efry.com, with the subject line **External - TPCW 26- TPA- 106.**

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