

EXTERNAL

Position:	Third Party Administration Coordinator	Type:	Relief (varied shifts/round the clock)
Program:	Third Party Administration	Posting #:	VIC-TPAC-210104
Location:	Victoria	Salary Level:	Level 4
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 behaviours and high support needs. TPA case workers act as a bridge between Ministry of Social Development and Poverty Reduction staff and clients and provide linkages to services in the community.

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

ROLE OVERVIEW

Working with people with mental health issues and addictions, the Third Party Administration Coordinator accepts referrals from the Ministry of Social Development and, in turn, interviews, assesses and makes suitable recommendations to the client to assist them. Acts as a third party for the administration of social assistance and the transference of documents and information.

KEY RESPONSIBILITIES

- Accepts referrals from the Ministry of Social Development and, in turn, interviews, assesses and makes suitable recommendations to the client to assist them.
- Works with clients to develop personal management skills including money management and self-care.
- Builds positive relationships, advocates on behalf of clients and makes referrals for housing.

EDUCATION AND EXPERIENCE

- 4 years university or college or combination of post-secondary education in a social service-related field and relevant experience.

SKILLS & ABILITIES

- Excellent interpersonal behaviour and good English communication skills both written and verbal
- Strong organizational, advocacy and time management skills
- Ability to accept abusive behaviour due to addictions and/or mental health issues and respond in an appropriate manner.
- Crisis management, de-escalation skills are essential as clients may potentially be aggressive
- 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

- Standard First Aid with CPR-C (training may be provided)
- Doctor's note of medical fitness required
- Local Police search and Provincial Vulnerable Sector Criminal Record Clearance required
- Valid BC driver's license and access to a vehicle
- Satisfactory driver's abstract

EFry actively promotes a program of equity and equal opportunity to ensure equal access to employment opportunity for all persons.

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.