



## BRITISH COLUMBIA ABORIGINAL NETWORK ON DISABILITY SOCIETY

#6 - 1610 Island Highway – Victoria - British Columbia – Canada – V9B 1H8

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*“Organization in Special Consultative Status with the United Nation’s Economic and Social Council since 2018”*

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### Employment Opportunity

**Position:** BCANDS Indigenous Disability Case Manager

**Organization:** British Columbia Aboriginal Network on Disability Society (BCANDS)

**Location:** Victoria, BC

**Position Type:** 35 Hours / Weekly - \$24.24 / hour - \*Benefits as per BCGEU Collective Agreement

2-year term position (possibility of extension)

Location: Victoria, British Columbia – Travel May Be Required

Employer: B.C. Aboriginal Network on Disability Society (BCANDS)

Anticipated Start Date: April 1<sup>st</sup>, 2019

**Job Title: Indigenous Disability Case Manager**

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#### Position Summary:

The BCANDS Indigenous Disability Case Manager is responsible for a variety of activities assisting to promote betterment in the lives of Indigenous peoples of British Columbia living with a disability, through the coordination of required disability and health related services.

The BCANDS Indigenous Disability Case manager works closely with and individually case manages Indigenous clients living with a disability, from across British Columbia. This position works closely with a variety of stakeholders, governments, non-profit agencies, Indigenous and non-Indigenous organizations across the province in the areas of, but not limited to; disability, health, employment, housing, education, etc., to ensure comprehensive case management and individual client success.

The BCANDS Indigenous Disability Case Manager will develop proactive disability case management plans with each individual client that are need / goal oriented in order to achieve positive outcomes for the client which addresses their disability needs.

Additionally, this position will ensure that plans are developed and executed in a timely manner, including follow-up, with the goal of facilitating the earliest possible achievement of identified client disability needs / goals.

On all client files, the Indigenous Disability Case Manager will continuously and actively be involved with the individual client and their supports, key stakeholders, external support organizations and relevant disability and health professionals to assist in developing positive, healthy and meaningful solutions / client outcomes.

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## **General Duties and Responsibilities**

### Disability Case Management Services

- Conducts initial client assessments / intakes through external referrals, web-based referrals and direct client contact. Explains the disability case management process and gathers relevant client information.
- Assesses new clients to determine eligibility in accordance with BCANDS contractual provisions.
- Obtains and reviews all pertinent client disability and medical information, as necessary.
- In conjunction with the individual client and their supports, identifies clients' needs and develops a comprehensive client case management plan, utilizing external resources through the coordination of multidisciplinary service providers as deemed necessary to achieve client goals. Based on assessment findings, determine an appropriate course(s) of action for each client.
- As appropriate for the individual client, contact relevant disability and health service providers, benefit carriers, band offices, Indigenous health organizations, government agencies, community-based agencies, etc. for information, partnership and the provision of disability services and support.
- Develop and document a comprehensive understanding of each client's medical and disability situation and the influencing factors inhibiting the achievement of the identified client needs, goals and objectives. This will include the client's disability / health condition, the impact of the disability / health condition on the client's functional capacity within their community and any other identified barriers impacting the client.
- As required or where appropriate, assist to identify / obtain cost effective interventions; more in-depth client assessments, disability and medical interventions, initiation and coordination of disability and medical coordination, rehabilitation and utilization of other specialized resources or consultations.
- Identify and achieve functional and timely outcomes in regards to assisting the client in obtaining their disability required supports and services. Engage with relevant stakeholders to implement strategies to address identified barriers facing the individual client and their needs.

- Provide ongoing and active support for the client as needed.
- Intervene as necessary based upon the assessment of the client's disability / health needs to enhance collaboration and problem solving among relevant stakeholders.
- Maintain knowledge of the client's current disability or health benefit status, if any, and compile information to assist as required to validate disability / medical applications / designations.
- Communicate proactively with the client's support networks and relevant stakeholders / service providers regarding any case management issues that may impact the client's individual case plan.
- Initiate effective, accurate and concise communication of all actions, to the client and other parties as appropriate.
- Maintain sound and objective documentation throughout the case management process from the onset. Document all case activity in a timely manner and maintain the client file according to BCANDS, funding partner and industry standards.
- Maintain strict client and organizational confidentiality at all times.

### **Team Work**

- Attends training, development initiatives and BCANDS team meetings as scheduled.
- Represent BCANDS at meetings with various associated agencies, government, Indigenous organizations, etc., when required.
- Actively supports continuous improvement by identifying problem areas in regard to efficiency and effectiveness of BCANDS case management service delivery to our clients.
- Gathers information on the nature and scope of disability issues affecting the Indigenous population of British Columbia and Canada.
- Works with various external specialists, clinicians, disability and health professionals, BCANDS employees and other associated stakeholders to develop, improve and achieve individual client goals and objectives regarding their disability needs, in addition to well other case management activity as required.
- Works well with others and demonstrates the highest level of maturity when dealing with interpersonal or organizational issues.

### **Reporting**

- Compiles required reporting documents as requested by the Society, and funding partners.
- Other duties as assigned.

## Position Requirements

- Bachelor's Degree preferability in Social / Human Services. An acceptable combination of education and experience may be considered;
- Excellent interpersonal skills
- Good oral and written abilities
- Good computer skills (word, excel, email, etc.)
- 2 Years' experience working within the disability sector;
- 1-year experience working with / in Indigenous communities /organizations;
- Valid BC Class Driver's License and daily access to reliable vehicle

Please send your cover letter outlining how you meet the expectations of this position and resume in confidence by mail:

British Columbia Aboriginal Network on Disability Society

# 6 - 1610 Island Highway

Victoria, British Columbia – V9B 1H8

or by Email to: [exdir@bcands.bc.ca](mailto:exdir@bcands.bc.ca)

or by Fax to: (250) 381 7312

\*No phone calls please. Applicants will be contacted by the Society if an interview is requested.

\* As per Section 7 of the Employment Equity Act, BCANDS may give preference in employment to Indigenous persons. (<http://laws-lois.justice.gc.ca/eng/acts/e-5.401/page-3.html#h-6>)

\* Persons with disabilities are encouraged to apply for available BCANDS positions.