

Job Description

Identification:**J0469**

JOB/POSITION TITLE: ISD Health and Wellness Program Advisor - Addiction and Acquired Brain Injury

TFEU/BCTF Joint Salary Committee Decisions

FORMER TITLE/DEPARTMENT: N/A

DIVISION/DEPARTMENT: Income Security

PAY GRADE: 7

DATE APPROVED: May 2, 2019

SUPERVISOR'S TITLE: Manager, ISD

Function and purpose

Under the general direction of the Health and Wellness Program Co-ordinator and as a member of the Health and Wellness Advisor team, monitors and provides clinical and program oversight of the external service provider network for quality assurance purposes. Provides incidental training as well as advice to Income Security Division (ISD) staff on the Health and Wellness Program practices and procedures.

Principal duties and responsibilities (a)

1. Provides ISD staff with appropriate information regarding BCTF Health and Wellness Program practices and procedures on an ongoing basis.
2. Provides, on an on-request basis, advice in relation to vocational rehabilitation principles and practices and support to ISD staff regarding the Health and Wellness Program.
3. Analyzes and investigates referrals and recommends members for rehabilitation where questions of eligibility or participation are referred by Case Assistants, Case Managers, or the Program Co-ordinator.
4. Consults with BCTF Case Managers, the Program Co-ordinator, and external service providers on cases as required.
5. Provides oversight of the external service provider network by reviewing treatment plans, reports, invoices and receipts on a sample basis to ensure ongoing quality control and compliance.
6. As directed by the Health and Wellness Program Co-ordinator, further ensures quality by conducting site visits with external contractors and/or Health and Wellness Program Committees to verify and ensure the consistent application of established service delivery standards and reporting and billing procedures.

7. Assists and records pertinent member or case information and recommendations in the appropriate system.
8. Prepares reports regarding external service providers achieving service standards by utilizing data from the case management system.
9. Creates, reviews, and recommends performance measurement criteria for the evaluation of the external service provider network.
10. Reviews the plans, budgets, and recommendations of the external service provider network for ongoing compliance. Reports results to the Health and Wellness Program Co-ordinator on a regular basis and takes corrective action as directed.
11. Communicates regularly with external service providers regarding compliance and to facilitate effective and open communications.
12. Recommends program policy or procedure changes to the Health and Wellness Program Co-ordinator.
13. Assists the Health and Wellness Program Co-ordinator with the orientation of service providers to the BCTF Health and Wellness Program and Federation expectations on service delivery standards and reporting procedures.
14. Other related duties as assigned by the Health and Wellness Program Co-ordinator.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

More than five (5) years' recent experience as a vocational rehabilitation practitioner in the field of addiction and acquired brain injury demonstrating the following skills:

- Developing, directing, and implementing client rehabilitation plans.
- Co-ordinating and interpreting full client assessments including medical, physical, mental, psycho-social, academic, and vocational.
- Analyzing information from interviews, educational and medical records, diagnostic evaluations, and consultations with other professionals in order to assess clients' abilities, needs, and eligibility for services.
- Working with clients to identify and overcome barriers to employment.
- Managing rehabilitation-based projects.
- Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental disabilities.
- Knowledge of occupational health and claims management processes.
- Synthesizing, analyzing, and summarizing complex medical, psychological, and physiological information.
- Thorough and accurate record keeping.
- Proficiency using office computer software programs and databases.
- Ability to explaining and clarifying complex procedures and issues.
- Strong presentation skills.
- Excellent oral and written communication skills.
- Excellent interpersonal skills.
- Ability to apply tact, judgment, and discretion in decision making.
- Ability to perform effectively with only general direction.
- Ability to function well as a member of a team.

Education and training (c)

Bachelor's degree supplemented by a master's degree in an area related to the vocational rehabilitation profession, specialising in addiction and acquired brain injury.

Licences, Degrees and certificates (c)

- bachelor's degree
- master's degree
- professional designation as Canadian Certified Rehabilitation Counsellor, Certified Rehabilitation Counsellor, Certified Vocational Rehabilitation Professional, Registered Rehabilitation Professional or equivalent.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all levels of Federation staff and local officers are required to transmit, exchange or clarify information, provide advice, and make recommendations regarding member participation in and candidacy for the Health and Wellness Program. Consultation with BCTF contacts may also be required to determine file direction. Information is of a highly confidential medical nature.

Occasional contact with teacher members to obtain information related to the member's candidacy, program participation, or feedback regarding the voluntary Health and Wellness program.

Contacts and relationships with persons external to the Federation include external service providers, rehabilitation contractors, health care professionals, and school board representatives. The position is required to explain and interpret complex information, promote collaboration, and to ensure compliance with service delivery standards and Federation reporting expectations.

Dealing with external contacts, members, and/or their representatives is required.

Machines, equipment and work aids used

Computer terminals and printers, manuals, policy statement and reference material related to medical and vocational rehabilitation services and claims management, software related to records management and report preparation, telephones, fax machines, and photocopiers. Documentation related to laws and regulations and contracts in the rehabilitation and occupational health fields.

Positions supervised (e)

None

Physical and/or mental effort (f)

Additional pressures arise from working with physically/psychologically ill members and their families, and from schedules and deadlines beyond the control of the position. The position also requires occasional interaction with members who may be in crisis. This contact may be by telephone, electronically, or in person.

Working conditions (g)

Exposure to video display screen glare when operating a computer terminal. To preserve the confidentiality of medical files, it is necessary to secure and limit access to the office area. Travel to Locals and Districts throughout British Columbia, including overnight stays away from home may be required. Ergonomic conditions off-site may vary.