

## **Job Description**

**Identification: JO470**

**DIVISION/DEPARTMENT:** Income Security

**TFEU/BCTF Joint Salary Committee Decisions**

**PAY GRADE: 7**

**JOB/POSITION TITLE:** ISD Health and Wellness Program Advisor

**SUPERVISOR'S TITLE:** Assistant Director, Health and Wellness Program Co-ordinator

**FORMER TITLE/DEPARTMENT:** ISD Rehabilitation Manager

**DATE APPROVED: September 5, 2013**

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### **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 Rehab Provider network for quality assurance purposes. Provides incidental training as well as advice to ISD staff on the Health and Wellness Program practices and procedures.

### **Principal duties and responsibilities (a)**

1. Provide ISD staff with appropriate information regarding BCTF Health and Wellness Program practices and procedures on an ongoing basis.
2. Provide, on an on-request basis, advice vocational principles and practices and support to ISD staff regarding the Health and Wellness Program.
3. Analyze, investigate referrals and recommend members for rehabilitation where questions of eligibility or participation are referred by the Case Assistant, Case Managers or Program Co-ordinator.
4. Consults with BCTF Case Manager or Program Co-ordinator and External Rehabilitation Provider on cases as required.
5. Provide oversight of the External Rehab Provider network by reviewing treatment plans, reports and invoices 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 District Rehabilitation 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 appropriate system.

8. Prepares reports regarding external service providers achieving service standards by utilizing data from iCase.
9. Create, review and recommend performance measurement criteria for the evaluation of the External Rehab Provider network;
10. Reviews the plans, budgets, and recommendations of the External Provider network for ongoing compliance, report results to the Health and Wellness Program Co-ordinator on a regular basis and take corrective action as directed.
11. Communicate regularly with External Rehabilitation Providers regarding compliance and to facilitate effective and open communications
12. Recommends program policy or procedures 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 Supervisor.**

## **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 demonstrating the following:

- Ability to develop, direct, and implement client rehabilitation plans.
- Ability to co-ordinate and interpret full client assessments including physical, mental, psycho-social, academic, and vocational.
- Ability to analyse 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.
- Ability to work with clients to identify and overcome barriers to employment.
- Ability to manage 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.
- Ability to synthesize, analyse, and summarize complex medical, psychological, and physiological information.
- Thorough and accurate record keeping.
- Proficiency using office computer software programs and databases.
- Ability to explain and clarify 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 degree supplemented by a Master's Degree in an area related to the vocational rehabilitation profession.

### **Licences, Degrees and certificates (c)**

- Bachelor Degree
- Master's degree
- Professional designation provided by the Vocational Rehabilitation Association of Canada 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.

Information is routinely of a highly confidential medical nature.

Occasional contact with teacher members is to obtain information related to the member's candidacy for or participation in the voluntary Health and Wellness program

Contacts and relationships with persons external to the Federation include rehabilitation service providers, rehabilitation contractors, and school board representatives. Position is required to explain and interpret complex information and to ensure compliance with service delivery standards and Federation reporting expectations and to promote co-operation.

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/mentally ill members and their families, and from schedules and deadlines beyond the control of the position.

**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.

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Date

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Incumbent

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Supervisor

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Director

J0470  
JWD – Revised Draft  
January 31, 2013