

Job Description/Specification

Identification	J0473	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Manager, ISD	FORMERTITLE/DEPARTMENT: Supervisor—Case Management
DIVISION/DEPARTMENT:	Income Security Division	PAY GRADE: 7
SUPERVISOR'S TITLE:	Director, ISD	DATE APPROVED: Jun 6, 2019

Function and purpose (a)

Under the general direction of the Director of ISD, supervises the work of support staff in the Income Security Division (ISD) to provide services to members through the BCTF Salary Indemnity Plan (SIP) and the BCTF Health and Wellness Program. In conjunction with the SIP Plan Administrator, administers the BCTF Salary Indemnity Plan. Supervises the administrative services team in the provision of administrative and clerical assistance to the Director and Assistant Directors.

Principal duties and responsibilities (a)

1. Plans, organizes, allocates, assigns, motivates and participates in the work of a group of support staff who provide services for BCTF Salary Indemnity Plan and the BCTF Health and Wellness Program as well as administrative and clerical assistance to the Director and Assistant Directors.
2. Determines and implements workflow processes for ISD support staff to support application of regulations governing members' eligibility and candidacy for and provision of services through the BCTF Salary Indemnity Plan and the BCTF Health and Wellness Program.
3. In conjunction with the Director of ISD, establishes standards for the provision of service by ISD support staff to members.
4. Ensures that regulations are consistently and accurately applied by ISD support staff.
5. Determines and oversees training of ISD support staff on workflow processes, service standards, and regulations.
6. Identifies and/or investigates conflicts and problems involving workflow processes, service standards, and application of regulations.

7. Measures and evaluates the performance of workflow processes and implements corrective action where necessary.
8. Under the direction of the Director of ISD, implements new or revised practices and procedures arising from changes to the regulations or service standards.
9. Troubleshoots files at issue and interprets existing procedures where uncertainty or conflict exists.
10. Ensures that member enquiries are correctly addressed or forwarded as appropriate; receives and addresses/resolves difficult and/or unusual enquiries.
11. Maintains an awareness of division issues, objectives, and programs by liaising with the Director of ISD and Assistant Directors; attends various cross-divisional meetings to remain aware of current BCTF programs, procedures, events, schedules and work assignments.
12. Schedules and authorizes hours of work, overtime, vacations, and leaves of absence for support staff according to established policies and/or collective agreement; prepares or completes holiday, sick leave, and payroll forms.
13. Advises on the probationary performance evaluation of new staff; ensures that all job descriptions are current; certifies content of job descriptions and reviews, in consultation with the Director of ISD, the requirements for support staff positions.
14. Monitors quantity of work assigned to individual positions and, where necessary, reassigns work within the group; provides assistance and/or arranges for temporary help; provides motivation and leadership to the group and maintains harmonious relations among the group members.
15. Works with the Director of ISD and Assistant Directors in budget preparation; monitors overtime, casual, and bonusing budgets in ISD; prepares budget amendments for salary costs and oversees the preparation of divisional program budget amendments.
16. Ensures that expense vouchers and invoices for hotel accommodation are reviewed for accuracy and that the appropriate budget coding is applied and forwarded to director for approval.
17. Ensures that BCTF retention schedules are adhered to and, in conjunction with the BCTF Information Services department, prepares files for secure destruction.
18. Organizes physical layout of division, co-ordinates furniture and telephone needs with the Facilities department, and checks for capital budget requirements.

19. Works with the Director of ISD to ensure that the division is a healthy workplace free of any forms of harassment, sexism, or racism.
20. Maintains effective working relations between individual members of supervised staff.
21. Other related duties as assigned by the Director of ISD.

Conducts the following specific duties and responsibilities with respect to the administration of the Salary Indemnity Plan (short- and long-term) and Health and Wellness:

1. Prepares statistical reports for the administrative staff, the consulting actuary, and Teachers' Pension Plan.
2. Meets with the administrative staff, the Salary Indemnity Plan Committee, and other external stakeholder groups such as Great West Life (GWL) Benefits staff, consulting actuary, Federation auditors, and Teachers' Pension Plan, as required.
3. Reports to the administrative staff on all aspects of work in the Income Security Department.
4. Provides information and advice to members, local officers, and school board personnel regarding benefits.

Conducts the following specific duties and responsibilities with respect to the supervision of the administrative services team in the provision of administrative and clerical assistance to the Director and Assistant Directors:

1. Remains current with Society *Act* requirements, constitution, by-laws, regulations, and procedures.
2. Identifies and/or investigates conflicts and problems involving administrative services workflow.
3. Measures and evaluates the performance of administrative services and implements corrective action, new or revised practices where necessary.

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)

Five years' directly related experience in claims or vocational rehabilitation department in a unionized environment with exposure to salary indemnity plans, pension plans, employment insurance regulations, Workers' Compensation Board (WCB) regulations, computerized health and benefit administration, claims processing and adjudication, rehabilitation principles and practices.

Three years' supervisory experience in a claims or vocational rehabilitation environment.

Demonstrated ability in making effective decisions, collaborating effectively with others, problem-solving, leading effective teams, fostering innovation, and dealing with change.

Demonstrated ability to maintain detailed computer, administrative, and financial records to ensure confidentiality of sensitive material. A high degree of tact and diplomacy is also required.

Excellent communication skills, both oral and written, demonstrating an ability to negotiate and to deliver complex instructions, training, and explanations in an environment where information is highly confidential, sensitive, personal, or political in nature.

Experience in applying, explaining and clarifying complex procedures and regulations.

Proficiency in Microsoft Word and Excel.

Education and training (c)

Completion of secondary school (Grade 12) supplemented by at least two years of formal education/training in benefit administration, claims processing and adjudication, or rehabilitation principles and practices.

Training should be equivalent to courses in certificate programs in the area of health sciences at the community college level and/or the Certified Employee Benefits Specialist (CEBS) program.

Licences and certificates (c)

Medical Terminology Certificate.

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 to transmit, exchange, explain, or clarify information about member services provided in the Income Security Division; and to seek advice and interpretation of service delivery standards for the Health and Wellness Program.

Information is routinely of a confidential personal medical nature.

Regular contact with teacher members is to provide information on and clarification about the rules and regulations governing the Salary Indemnity Plan, short- and long-term, and to seek co-operation and compliance with these; to explain the service standards and candidacy requirements of the voluntary Health and Wellness program and to encourage participation in this program where appropriate; to explain ISD services and to forward inquiries when needed to appropriate Federation staff.

Contacts and relationships with persons external to the Federation include school board officials, including payroll or personnel; Health and Wellness Program external providers; GWL and insurance staff including ICBC, BC Pension Corporation, EI/WCB/CPP claims officers, and lawyers, to provide/receive information or to provide clarification.

May be required to represent BCTF and to act on behalf of BCTF when subpoenaed, named in a Writ of Summons or in court orders.

Courtesy, tact, sensitivity, diplomacy, and confidentiality in dealing with external contacts, and members and/or their representatives are required.

Machines, equipment and work aids used

Computer terminals, electronic management document systems, printers, micrographic reader/printer, 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 claims, rehabilitation, and occupational health fields.

Positions supervised (e)

- (2) Administrative Assistants
- (2) Administrative Secretaries
- (1) Administrative Support Coordinator
- (4) Case Assistants
- (10) Case Managers
- (3) Health and Wellness Advisors
- (2) Intake Clerks/Secretaries

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.

Environment (g)

Physical/emotional environment limited to conditions normally associated with administrative work such as communication skills, equipment operating dexterity and scheduling processes. Information is routinely of a personal and highly confidential and sensitive nature where deadlines are frequent, and duties depend on the ability to effectively direct.

Working conditions (g)

Exposure to a video display screen glare when operating computer terminal. To preserve the confidentiality of medical files, it is necessary to secure and limit access to the office area.