

Job Description/Specification

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| Identification | J0474 | TFEU/BCTF Joint Salary Committee Decisions |
| JOB/POSITION TITLE: | Administrative Support Co-ordinator | FORMER TITLE/DEPARTMENT: Supervisor – ISD Support |
| DIVISION/DEPARTMENT: | Income Security Division | PAY GRADE: 5 |
| SUPERVISOR'S TITLE: | Manager, ISD | DATE APPROVED: May 7, 2019 |

Function and purpose (a)

Under the direction of the Manager, ISD, co-ordinates, trains and participates in the work of a team of support staff in the Income Security Division who provide administrative and secretarial assistance. Provides administrative and secretarial support to the BCTF Assistance Society and to the Director and Assistant Directors of the Income Security Division (ISD) as needed.

Principal duties and responsibilities (a)

1. Coordinates, trains, and participates as required in the work of the ISD Intake Clerks, ISD Administrative Secretaries and Workers' Compensation Board Administrative Secretaries.
2. Establishes standards of quality and quantity of production; ensures maintenance of those standards and of division service delivery standards.
3. Ensures accurate indexing and forwarding of incoming documents and mail and processes exceptions as required.
4. Plans, co-ordinates, provides direction and training in Federation administrative and secretarial methods and procedures.
5. Monitors quantity of work assigned to individual positions and, where necessary, reassigns work within the group.
6. Provides assistance and/or arranges for temporary administrative or secretarial help.
7. Ensures that documents conform to the BCTF Documents Standards Handbook.

8. In accordance with BCTF document standards, responsible for maintenance of all templated documentation in case management system software.
9. Liaises with vendors to renew existing hardware/software contract and ensure smooth operation and use of document scanners.
10. Ensures that regulatory rules governing service standards and timelines as they relate to WCB advocacy are integrated correctly into the administrative tasks performed.
11. Co-operates closely with the administrative staff of the department and with the Manager, ISD to ensure the efficient operation of the Income Security Division.
12. Ensures that BCTF retention schedules are adhered to as applicable to WCB files, Assistance Society files, and divisional records.
13. In conjunction with the BCTF Information Services department prepares files for secure destruction.
14. Monitors and tracks status of legal access requests.
15. Processes, as required, privacy access requests.
16. Maintains a clear, concise procedures manual for the department and maintains reference binders in the department.
17. Other duties as directed by the Manager, ISD.

Under the direction of the Assistance Society Board of Directors, conducts the following specific duties and responsibilities with respect to the administration of the Assistance Society:

1. Remains current with Society *Act* requirements, constitution, by-laws, regulations and procedures.
2. Files appropriate legal documents with appropriate bodies as required.
3. Attends to issues relational to member bankruptcy, funds recovery, and documentation requirements as necessary.
4. Conducts initial interviews of applicants in person or by telephone to obtain needed and/or missing information and to explain the Society's mandate and procedures.
5. Distributes applications and related material to the Board of Directors for consideration, informs applicants of Board decisions.

6. Ensures distribution and receipt of loan documentation, implements repayment schedule and ensures adherence to schedule and follows up on late payments. Arranges loan repayments from estates.
7. Prepares and processes cheque requisitions, and ensures they are signed by Plan Administrator.
8. Arranges and attends all monthly meetings and organizes the BCTF Assistance Society Annual General Meeting, including physical arrangements, preparation of agenda and support material, and ensures that accurate minutes of meetings are maintained.
9. Distributes cheques to certified creditors, contacts Credit Bureau for credit checks, searches and collections.
10. Obtains loan authorization by telephone contact with Directors in emergency situations.
11. Maintains Extended Health Benefits coverage for Society approved recipients by making application on their behalf and payment of premiums. Co-ordinates the plan coverage terms and benefits.
12. Provides information to BCTF Accounting and Society auditors to ensure accuracy and completion of yearly audit report
13. Prepares and maintains monthly and annual records and reports.
14. Maintains Policy and Procedures manual.

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 office administration and secretarial, demonstrating the following:

- effective decision-making skills
- ability to plan, schedule, and give directions
- ability to act with tact and diplomacy
- ability to set work priorities
- ability to maintain detailed computer records
- ability to maintain detailed administrative records
- ability to maintain financial records
- proficiency with office computer software packages.

Three years directly related experience in a claims, rehabilitation, or medical environment demonstrating the following:

- ability to follow and apply complex procedures
- ability to explain and clarify complex procedures
- ability to maintain detailed computer, administrative and financial records
- excellent oral and written communication skills (including telephone, interpersonal and listening skills).

Familiarity with and a working understanding of the following:

- the BCTF Salary Indemnity Plan regulations
- the BCTF Health and Wellness Program
- the BCTF Living with Balance Program
- the BCTF Assistance Society
- the Teachers' Pension Plan
- health & welfare benefits plans
- WCB regulations
- Society *Act* requirements
- Great West Life
- Credit Bureau procedures
- Canada Pension Plan and Employment Insurance regulations.

Education and training (c)

Completion of secondary school (Grade 12) plus up to one year of education in secretary and office procedures and practices.

Course work in medical terminology required. Course work in disability management practices or disability claims required.

Licences and certificates (c)

Medical Terminology Certificate
WCB Advocacy Courses—Level 1 and 11

Environment (g)

Physical/emotional environment and conditions normally associated with office work, equipment operating dexterity, and scheduling pressures. Communication skills often require a high degree of sensitivity and tactfulness.

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 divisional and Federation staff and local officers to transmit, exchange, explain, or clarify information about member services provided by the Income Security Division or the BCTF Assistance Society.

Regular contact with members to provide information on and clarification about the rules and regulations governing the Assistance Society, as well as to seek co-operation and compliance with these and to inform the member of the Board's decision vis-a-vis their application. Contact with members may also be to provide general information on ISD services including the Salary Indemnity Plan—short- and long-term, the Health and Wellness program, and WCB Advocacy.

Contacts and relationships with persons external to the Federation include, BCTF Assistance Society board of directors, WCB personnel, GWL, Credit Bureau personnel, collection agencies, rehabilitation service providers, medical practitioners, regulating agencies, school boards, BC Pension Corporation, and lawyers.

External contacts also include liaising with the Pacific Blue Cross in order to establish and clarify plan terms and individual coverage for members in receipt of Assistance Society funds.

Information obtained or provided is routinely of a confidential, personal nature that may include medical or financial information.

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

Machines, equipment and work aids used

Computer terminals, printers, document scanners, telephones, fax machines and photocopiers. Manuals, policy statement, and reference material related to medical and vocational rehabilitation services, SIP claims management regulations, and WCB regulations. Software related to disability claims and records management, SIP/Assistance Society case management, and report preparation.

Positions supervised (e)

None.

Physical and/or mental effort (f)

This position may be subject to stress arising from processing large volumes of work in accordance with divisional service standards while maintaining a high degree of accuracy. Some additional pressures arise from working with physically/mentally ill members, and from schedules and deadlines beyond the control of the position. Some lifting required.

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.