



Case Intake Worker

Employment Opportunity

Position Title:	Case Intake Worker
Reports To:	Social Development Director
Hours:	35 hours per week
Wage:	\$25 - \$31.73 per hour <i>(starting wage commensurate with experience)</i>
Status:	Full-time Permanent
Start Date:	ASAP
Benefits:	Comprehensive benefits package RRSP matching
Location:	Burns Lake, BC

At Lake Babine Nation, we believe that through good governance, we will ensure all members have a healthy, traditional, and prosperous future. Our commitment to respect, honesty, tradition, and health and wellness helps enable a strong community and brings a rich culture to Lake Babine Nation as a workplace. Our commitment to excellence creates the opportunity for an empowering and rewarding career with the Nation.

JOB SUMMARY

The Case Intake Worker is responsible for administering the Income Assistance Program in compliance with the Social Development Policy & Procedures Manual and Aboriginal Affairs & Northern Development Canada.

Will be tasked with delivering all aspects of the of the Income Assistance Program. Assisting, assessing and completing income assistance forms. Issuing income assistance to all applicants who meet eligibility requirements contained in the Social Development Policy & Procedures Manual and Aboriginal Affairs & Northern Development Canada. Other duties may be assigned as necessary.

OVERVIEW OF DUTIES & RESPONSIBILITIES

- Assisting, collecting and completing income assistance applications and forms for applicants, together with required supplementary and support documentation as set out in the Social Development Policy & Procedures Manual and AANDC
- Complete verifications of income and employment with other agencies and professionals for applicants prior to approval of income assistance.
- Complete monthly listing of all eligible income assistance clients, ensuring eligible clients receive assistance and ensuring requested or authorized deductions (i.e. Purchase Orders, repayment agreements, etc.) are deducted
- Issuing Income Assistance ensuring that income assistance payments are correct as per the rates set out in the Social Development Policy & Procedures Manual, to applicants who meet eligibility per the requirements contained in the Social Development Policy & Procedures Manual and its amendments, AANDC and in any approved supplementary directives.



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- Interpreting policy and procedures to clients for their better understanding of the purposes, services, and requirements of the program, including the client's obligation to report income and changes in their circumstances, and to accept work, or to undertake training when available.
- Maintain and ensure copies of all signed rental agreements and other shelter documents are on file to support all shelter benefits issued.

MINIMUM REQUIRED QUALIFICATIONS

Education, Experience, Certifications, Training

- Bachelor's degree in Social Work; equivalencies will be considered
- Minimum two (2) years case management experience

Skills & Abilities

- Knowledge of applicable laws, regulations and guidelines
- Extensive knowledge of Xyntax Systems, specifically the Social Development Program
- High level of integrity, confidentiality and accountability
- An understanding of the northern cultural and political environment
- Effective verbal, presentation and listening communication skills
- Effective negotiation and mediation skills; conflict resolution and people management skills
- Effective written communication skills
- Computer skills including the ability to operate computerized accounting, spreadsheet, word processing, graphics and website development programs at a highly proficient level
- Stress management skills with the ability to respond appropriately in pressure situations with a calm and steady demeanor
- Excellent interpersonal skills
- Ability to perform attention to detail and high level of accuracy
- Ability to interact effectively with management, public and staff

Position-Specific Competencies

- Initiative: self-starter; takes responsibility for own time and effectiveness. Takes the first step to identify and address existing or potential obstacles, challenges, and opportunities.
- Engagement: Builds trusting relationships with clientele, management and colleagues.
- Cultural Sensitivity: Respects and incorporates the values and traditions of LBN.



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EMPLOYMENT REQUIREMENTS & CONDITIONS

Job Requirements

- Valid Class 5 B.C. Driver's License. (preferred not required)
- Completion of a Criminal Records Check with satisfactory results relevant to the position.

Working Conditions

- Physical conditions: spend long hours sitting and using office equipment and computers, which can cause muscle strain. They may have to lift, carry and manage equipment and supplies. The incumbent will constantly interact with residents, family members, staff, visitors and government agencies. They may have to work odd or long hours at a time to complete special requests or projects.
- Hours of work: Regular office hours, 8:30 am to 4:30 pm with one hours lunch break at 12:00 to 1:00 pm, and one morning break 10:00 am for 15 mins, and one afternoon break at 3:00pm for 15 mins. May require working extended hours as per HR policy/Canada Labour Code.
- Psychological health and safety (may encounter potentially stressful situations): will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines. Will be expected to deal with a variety of issues and people at the same time which could cause significant stress

Apply Now!

Complete the [application form](#) and email it with your cover letter and resume to HR:

Attention: Human Resources
Email: hr@lakebabine.com

Pursuant to Section 41 of the B.C. Human Rights Code, preference may be given to applicants of Indigenous ancestry.

We thank all applicants for their interest; short-listed candidates will be contacted for an interview.