



**British Columbia Teachers' Federation**  
**Disability Case Assistant**  
**Temporary, Full-Time – January 4 to June 25, 2021**  
**\$53,000**

The British Columbia Teachers' Federation (BCTF), established in 1917, is the union of professionals representing 43,000 public school teachers in the province of British Columbia, Canada. All public school teachers belong to the BCTF and their local teachers' association.

Housed in a modern, well-maintained office setting located close to the Canada Line and other major transit routes, the Federation provides an exceptional working environment where respect, learning, and professional growth are championed and valued.

### **The Role**

The Disability Case Assistant functions as part of a team, under the supervision of the Income Security Division Administrative Support Coordinator. The Disability Case Assistant engages in sensitive, health-related telephone conversations with members in order to explain ISD services and programs and, to encourage participation in the BCTF Health and Wellness Program, as appropriate.

The Disability Case Assistant assists members in understanding application document requirements and ensures initial case data is entered into electronic case management software program. The position is also responsible for the maintenance and completeness of electronic case files for Salary Indemnity Plan claims, Health and Wellness Program participation, and Long-Term Disability withdrawals.

### **Required Experience**

This position requires three years directly related experience in a claims, rehabilitation or medical environment demonstrating the ability to follow/apply and explain/clarify complex procedures; the ability to juggle multiple priorities and to maintain detailed computer, administrative, and financial records; be proficient with the use of databases and office computer software packages; have excellent oral and written communication skills (including telephone, interpersonal, and listening skills) and the ability to work in a team.

The successful candidate would also be familiar with and have a working understanding of Long-Term Disability plans and regulations and best practices for disability management.

### **Required Education and Training**

Completion of secondary school (Grade 12) and a minimum one year of formal education in office administration (focusing on office procedures, keyboarding, business English, and e-mail communication). Course work in medical terminology and successful course work (a minimum of one course) in disability management practices or disability claims required.

### **Compensation**

A competitive compensation package will be provided including an attractive base salary starting at \$53,000 per annum, excellent benefits, and enrolment in the Municipal Pension Plan.

Please submit cover letter, résumé, and references, not later than 5:00 p.m. on December 8, 2020, to the Human Resources Department, BC Teachers' Federation, 100–550 West 6th Avenue, Vancouver, BC, V5Z 4P2, quoting Job Posting JP0471-2020-02. Your interest is appreciated but only applicants selected for an interview will be contacted. No phone calls please.

*Because the BCTF has an affirmative action policy, an applicant may wish to provide, on a voluntary basis, information as to whether they self-identify as a member of an equity-seeking group, which includes female, trans\* (trans, transgender, transsexual, genderqueer, two-spirit, transwoman, transman), visible minority or racialized person, Aboriginal (Indigenous) person, person with a disability, or lesbian, gay, or bisexual person.*