**The Position**

Under the general supervision of the Social Development Manager, the Income Assistance Coordinator (IAC) takes a lead role in case management for the Income Assistance program, ensuring that monthly spreadsheets and payment requests accurately reflect client eligibility. Must be able to communicate successfully and positively with people who may have multiple barriers including physical disabilities, mental illness, addiction, and language barriers. The successful applicant will be comfortable interacting with Nation members and service providers and will need to be assertive and knowledge in these communications.

**Duties and Responsibilities**

* Knowledgeable of the various Income Assistance and other support benefits available to first nations and non-first nations community members from various service delivery partners
* Ensure that other income assistance staff are also aware of the various supports available to clients.
* Conducts client intakes, review, assess and adjudicate support requests and applications to ensure eligibility in accordance with Nation Policy.
* Supports with accessing federal/provincial benefits.
* Liaises with Federal agencies (such as Employment Insurance & CPP) for income verification and eligibility.
* Receives, approves and processes annual Special Needs allocations
* Liaises with vendors for Special Needs equipment purchases (i.e. beds, adaptive equipment, home renovations and more) as per nation policies & procedures.
* Liaises with external companies and agencies to arrange monthly (and crisis) payments on behalf of clients (i.e. Columbia Fuels, BC Hydro, etc.).
* Administers the nation’s Elder Benefits program
* Communicates with grieving families to make funeral arrangements for loved ones (locally, provincially, in other areas of Canada and occasionally out of country). Liaises with funeral homes on behalf of the family and communicates options such as preparations of the body, cultural/ceremonial considerations, and financial limits.
* Administers funeral benefits including payments to funeral homes, florists, “family our of town” travel, Honoria for dignitaries/spiritual leaders, funeral luncheons and more.
* Provides day-to-day support to fellow Income Assistance staff to maintain a high-level standard for client services, in a culturally safe environment.
* Assists community members to apply for provincial benefits including income assistance, employment support and the BC Bus Pass program from the BC Ministry of Social Development and Poverty Reduction. This includes follow-up and advocacy as needed for clients.
* Attends regular Integrated Case Management (ICM) meetings and follows-up on actions and commitments made at ICM’s to support community members.
* Other duties as assigned.

**The Candidate**

* Three (3) years of work experience in a position requiring clear communication skills and the ability to remain calm and supportive in difficult situations, preferably within a First Nations environment.
* A secondary school diploma or employer-approved alternative or an acceptable combination of education, training, and/or experience.
* Time management and organizational skills, techniques and practices.
* Working knowledge of basic accounting and/or bookkeeping experience (i.e. in a business, government or non-profit environment)

**A full job description is available upon request. If you are interested in the position, send your cover letter and résumé to Shree Comar HR Generalist at:** [**scomar@shishalh.com**](mailto:scomar@shishalh.com)

Preference will be given to qualified shíshálh Nation members, community members, and other First Nations, Inuit and Métis. We sincerely thank all applicants for their interest in the position, however only qualified applicants will be contacted for an interview.