



**shishálh**  
NATION

Employment Opportunity – Full Time  
JP-2021-35 Health Benefits Coordinator

**The Organization**

The shishálh Nation is a fast-growing, vibrant organization committed to the development and progress of its shishálh Nation Members and Community.

**The Position**

Under the general supervision of the Manager of Health, The Health Benefits Coordinator adjudicates and processes Health Benefits decisions and payments for eligible First Nations community members and service providers. These benefits include Pharmacy, Medical Supplies & Equipment, Vision, Mental Health Crisis Intervention, Dental, and Medical Transportation.

**The Candidate**

- Assist community members in accessing health benefits from various partners, including Pacific Blue Cross, NIHB, Plan W, FNHA, Jordan's Principle and processes applications as needed;
- Review, assess and adjudicate requests (prior approvals, amendments, post approvals and client reimbursements) in accordance with Nation Policy;
- Support with MSP applications, including new MSP applications;
- Assist with accessing Nation benefits – such as health special needs and medical transportation;
- Receive, approve and Process Nation benefits through the health Special Needs Program as per Nation policies & procedures;
- Support with accessing federal/provincial benefits (disability tax credit);
- Work on exceptions and the appeals process with PBC and FNHA;
- Liaise with service delivery providers including FNHA, PBC and Province of BC;
- Liaise with local health care providers, physicians, pharmacies, long term care, physiotherapy, dentist, vision, medical equipment vendors;
- Comfortable using database software such as the Nation databases, namely Mustimuhw, to document client interactions and process financial information. Or willing to learn;
- Perform other tasks within the scope of the position and as assigned.

**Qualifications, Skills and Abilities:**

- A secondary school diploma or employer-approved alternatives or an acceptable combination of education, training, and/or experience;
- Three (3) years' Benefits Administration preferably within a First Nations environment;
- Knowledgeable of the various health benefits available to first nations from various service delivery partners;
- Time management and organizational skills, techniques and practices are required to use time effectively and to cope with conflicting or changing priorities and established services standards on a regular basis;
- Excellent verbal and written communication skills communicate effectively and sensitively with clients from diverse backgrounds, including conflict resolution.
- Analytical skills, sound judgement and decision-making skills to assess situations and determine the best possible outcomes.

**If you are interested in the position, please send your cover letter and resume to the Human Resources Department at: [hr@shishalh.com](mailto:hr@shishalh.com).**

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