

LUTHERAN COMMUNITY CARE
245B Bay Street
THUNDER BAY ON P7B 6P2

Job/Relationship Description

Date: May 28, 2021
Job Class: Social Worker I (Union)
Job Title: Passport Claims Support Coordinator

Position Summary:

The Passport Claims Support Coordinator provides education and support with the invoicing process to which eligible adults with a developmental disability access direct funding to purchase services in areas such as caregiver relief and community participation supports.

Authority:

The Passport Claims Support Coordinator receives his/her authority from the Director of Regional Services.

The Director of Regional Services shall provide the resources necessary for the responsibilities of the position.

Limitations of Authority:

The Passport Claims Support Coordinator operates within the terms of:

- the Operating Policies established by the Executive Director
- the Service Agreement and Service Description with the Ministry of Children, Community and Social Services
- the Passport Guidelines and Directives with the Ministry of Children, Community and Social Services (MCCSS)
- the tactical plans of the Director of Regional Services.
- the Collective Agreement with the union
- limitations of legal and regulatory authorities

Responsibilities:

A. Claim Support

1. Work collaboratively with PassportONE, which oversees the financial functions of the Passport Program in Ontario.
2. Manage invoices returned from PassportONE for review and follow-up with Passport recipients, Person Managing Funds, or community agencies as required.

3. Educate Passport recipients and the Person Managing Funds on how to submit invoices for reimbursement and provide support with learning the various invoice submission options. Education includes over the phone support, presentations to groups either in person or virtually, and face to face engagement in office or in the community.
4. Ensure that expenditures submitted comply with MCCSS and Passport Guidelines and Directives.

B. Database Administration

1. Navigate and maintain accurate recipient information in a variety of data management systems.
2. Manage data in a timely, accurate, and consistent manner.
3. Using data, compile and customize statistical reports for MCCSS reporting and data analysis when necessary.
4. Assist with maintaining current data management procedures and guidelines that result in developing best practices for the Passport Program.
5. Remain current on the various data management system and any enhancements and functionality updates.
6. Provide assistance to the Passport team with troubleshooting and resolving database related problems if necessary.

C. Customer Service

1. Provide responsive and respectful customer service and communicate with Passport recipients or the Person Managing Funds on a regular basis regarding their invoice submission. Communication and support is provided via phone, face to face, in office or community, and virtually.
2. Provide tools, resources, and educational opportunities to recipients on how to submit invoices to PassportONE.
3. Participate in Passport committees and working groups as required.
4. Follow the Passport Guidelines and Directives outlined by MCCSS.
5. Demonstrate an understanding of and sensitivity to the socio-economic and cultural context of the lives of families within the Northern region.

D. Program Service

1. Work independently, as well as collaboratively to accomplish responsibilities, goals and objectives of the Passport Program.
2. Maintain effective communication and working relationship with Developmental Services Ontario Northern Region, PassportONE, and other agencies as applicable.
3. Travel to communities located within the Northern region to provide face to face support and education.

D. Team Support and Program Development

1. Develop and maintain a supportive working relationship with all members of the Passport team.
2. Mentor and provide support and training to all new members of the Passport team.
3. Support the Passport Program with new developments and changes to the program.
4. Identify trends, improvements and best practices in an effort to support the Passport Program to better meet the needs of adults with a developmental disability.

Expectations:

The expectations of the responsibilities for this position are contained in the Passport Claims Support Coordinator's personal tactical plan.

The Passport Claims Support Coordinator is also expected to adhere to the following standards:

- Attend regularly scheduled meetings with the assigned supervisor.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of Lutheran Community Care to the community at large.
- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Co-operate with other service providers in order to enhance service delivery to individuals and families.

Accountabilities:

Accountability in this relationship is mutual. The Director of Regional Services is accountable to the Passport Claims Support Coordinator for providing the authorization, resources, affirmation, involvement, and servant leadership required for the successful realization of the responsibilities of the position.

The Passport Claims Support Coordinator is accountable to the Director of Regional Services for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Director of Regional Services and shall include a:

- Review of the authorization and resources provided and values expressed to the Passport Claims Support Coordinator.
- Review of the Passport Claims Support Coordinator's performance toward expectations of the responsibilities of the relationship including the progress towards the Passport Claims Support Coordinator's personal tactical goals.

- Negotiation of tactical goals and other expectations for the next year.
- Review of the authorization and resources required for the next year, including plans for professional development.

Qualifications:

Degree or diploma in social sciences or in administration or any equivalent combination of training and experience that meets the required knowledge, skills and abilities required to perform in the position. Experience in and knowledge of services to individuals with a developmental disability. Demonstrated ability to relate to individuals with a developmental disability with sensitivity and respect. Ability to speak French will be considered an asset. Cultural awareness and sensitivity to First Nation people and the communities where they reside will be considered an asset.

Conditions of Employment:

The Passport Claims Support Coordinator must be able to travel occasionally throughout the Northern Region.

Successful completion of Police Records Check including Vulnerable Sector Screening. Completion of Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality.

Remuneration:

\$29.55 – 32.43 per hour dependent on experience.

Full benefit package including employee assistance plan, pension, extended health, life insurance and long term disability.