



## NON-CONTRACT ROLE DESCRIPTION

JD4130

<b>ROLE TITLE:</b>	Benefits Associate	<b>ROLE DESCRIPTION NO.:</b>	01448
<b>DEPARTMENT:</b>	Accounting, Benefits, Leaves & Reporting	<b>HEABC REFERENCE NO.:</b>	1872325
<b>REPORTING TO:</b>	Coordinator	<b>HSCIS CODE:</b>	06099
<b>CLASSIFICATION:</b>	NCEC/Range 4	<b>JOB CODE:</b>	06080T

### ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Coordinator, the Benefits Associate processes a variety of transactions related to casual or regular employees who are actively working such as determining healthcare benefit and pension eligibility and entitlement, and processes applications utilizing the HRIS and 3rd party applications.

Ensures access to benefits and pension information is timely and in accordance with the applicable collective agreements, organizational policy or the Terms and Conditions of Employment for Non-Contract Employees.

Liaises with internal stake holders such as, Pay and Benefits Leave, Client Services, Staff Scheduling, Timekeeping, Payroll and Employee Services. Liaises with external stakeholders: Pension Corporation and HealthCare Benefit Trust, Medical Services Plan (MSP), and Pacific Blue Cross (PBC).

### DUTIES AND RESPONSIBILITIES:

1. Responds to inquiries and assists employees and managers on a broad range of matters including:
  - Benefits coverage, costs and eligibility
  - Pension plan eligibility
  - Purchase of Service
  - Enrolment Arrears
2. Processes employee benefits through Benefit Carrier Web Access. Responds to inquiries or requests for information from Benefit Carriers and Pension Corporation.
3. Processes relevant Healthcare Benefit and Pension provisions of the various collective agreements, organizational policy, Terms and Conditions of employment for Non-Contract staff and the provisions of the Healthcare Benefit Trust and Pension Corporation.
4. Produces reports based on information in the Human Resources/Payroll system relating to Benefits information as requested.
5. Monitors employee paid benefit coverage for casuals that request self-pay benefits. Informs employees of any changes to benefit premium costs. Maintain benefit withholdings and class codes in pay system ensuring benefit premiums are expenses accurately to the General Ledger. Enters adjustments in pay system.
6. Maintains accuracy of Direct Electronic Fund Transfer fields to ensure correct employee paid benefit premiums payments. Maintains electronic filing systems for employee benefit and pension information.

7. Conducts daily audits of HRIS for employee benefit changes. Monitors employee eligibility for benefit and pension plans, ensuring timely canvassing of employees, employee enrolments and cancellations as required.
8. Provides information in response to third party requests such as lawyers, ICBC Claims Adjusters and Court Orders related to benefit information. Ensures access to information meets the criteria of organizational policy and the regulations of the Freedom of Information and Protection of Privacy Act.
9. Monitors life event changes that could impact benefit and pension coverage for employees, such as marital status and dependent changes.
10. Assists employees in the completion of applications to purchase pensionable service.
11. Responds to inquiries from Pension Corporation regarding active and retiring employees.
12. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training and experience equivalent to a Diploma in a related Business, Finance or Administration discipline and three (3) years' recent related experience in a similar multi-site, multi-union organization applying public sector collective agreements.

### **Skills And Abilities**

- Strong computer and keyboarding skills and extensive knowledge of the following applications:
  - HRIS (Human Resource Pay & Information System)
  - MS Office, specifically, strong excel skills required
  - Database and Web based applications
- Excellent client relation skills including good written and verbal communication skills, and solution seeking approaches to problem solving
- Ability to analyze and find solutions to HRIS issues in a large, fast-paced multi-union environment
- Ability to work successfully within team environment
- Physical ability to carry out the duties of the position
- **COMPETENCIES**
- **Personal Effectiveness:**
  - Presents both verbal and written information clearly.
  - Focuses on the situation, issue or behaviour when communicating with others.
  - Listens to others and responds in an appropriate manner.
  - Requests and provides feedback in a timely manner.
- **Self Development:**
  - Demonstrates commitment and motivation to continuous self-improvement.
  - Understands own strengths and areas for improvement.
  - Accepts feedback in order to improve.
- **Commitment to VIHA:**
  - Demonstrates a positive attitude towards VIHA and our vision, mission and values.

- Works ethically.
- Complies with the regulations and standards relating to Wellness and Safety.
- Follows and promotes VIHA policies and procedures.
- Reports issues and concerns regarding quality care, service and patient/client/customer confidentiality.
- Teamwork & Cooperation:
  - Promotes team spirit by respecting differences in people, valuing diversity of opinion and working with others to achieve goals.
  - Actively encourages open dialogue and cooperation.
  - Creates a strong network of internal and external contacts.
  - Treats others with understanding, empathy and respect.
  - Takes ownership for actions and decisions.
- Patient/Client/Customer Focus:
  - Understands the critical importance of service internal and external patients/clients/customers.
  - Communicates effectively with patients/clients/customers to assess need and establish goals that benefit all parties.
  - Achieves a high level of patient/client/ customer satisfaction on a consistent basis.
  - Maintains the confidentiality of patients/ clients/customers.
- Adapting to Change:
  - Responds and works effectively in a changing environment.
  - Appreciates different perspectives on issues.
  - Creates, introduces or recommends new ideas or processes to improve quality, productivity and performance.
- Job Knowledge & Skills:
  - Consistently applies and maintains the appropriate job, technical and professional knowledge required to effectively perform a particular function.
  - Demonstrates consistent reliability, accuracy, quantity and quality of work.
  - Assesses alternative courses of action, utilizes input as appropriate and reaches conclusions based on available data.
  - Establishes clearly defined courses of action and organizes work to accomplish goals.
- Understands key relationships within VIHA
- Uses relationships effectively to get tasks accomplished.