



## **Claims Helper (multiple roles)**

### **Available roles:**

Two types of Claims Helper roles are available:

1. Claims Helpers in First Nations communities
2. Claim Helpers in urban centres

**Job type:** Full-time | remote, in community or in urban centres

**Salary:** Starting salary \$60,000–\$65,000

**Locations:** Alberta, British Columbia, Manitoba, Quebec, New Brunswick, Ontario, Quebec, Saskatchewan, Nova Scotia, Yukon

### **Who we are:**

Castlemain is a communications and engagement firm that specializes in Indigenous settlements. We partner with clients committed to righting the wrongs of the past and investing in better pathways forward. Our team is dedicated to providing trauma-informed, culturally safe communications and community support programs.

### **About the role:**

The [First Nations Child and Family Services and Jordan's Principle Settlement](#) is aimed at compensating those harmed by discriminatory underfunding of the First Nations Child and Family Services Program, as well as those impacted by the federal government's narrow interpretation of Jordan's Principle. The Settlement Agreement was approved by the Federal Court on October 23, 2023.

As a Claims Helper you will be working with sensitive and thoughtful subject matters that may be emotionally challenging and complex. In your role you will need to provide a safe and respectful space for dialogue with Class Members, providing them with trauma-informed support to ensure they are well-informed and empowered throughout their Claims journey. This includes supporting them over the phone, virtually or in person to help them:

- Understand the Claims Process
- Understand eligibility



- Complete Claim Forms
- Access wellness supports, financial information and legal support, as needed

**Key responsibilities:**

- Provide Class Members with support throughout their Claims journey by sharing information about the Settlement and the Claims Process, and by providing trauma-informed, one-on-one support over the phone, video or in person, where available
- Help Class Members understand the Claims Process, whether they may be eligible to receive compensation, and identification and documentation needed to support their Claim
- Help Class Members understand and complete Claim Forms, check the status of their Claim and understand the appeal process
- Respect and maintain confidentiality in all interactions with Class Members
- Refer Class Members to mental health, legal and cultural resources as needed
- Collaborate with other Claims Helpers to address potential support gaps, including health and wellness resources
- Build relationships with local First Nations communities, band councils and community organizations
- Develop workplans and identify community needs for one-on-one services, group workshops or educational sessions
- Deliver in-person educational gatherings, presentations and workshops about the Settlement using trauma informed approaches
- Participate in mandatory training to ensure you are equipped to deliver support to Class Members
- Work collaboratively with the Settlement team to provide and address community feedback to support First Nations communities and increase awareness and engagement with the Settlement
- Complete data entry, online bookings and reporting



## **Role-specific requirements:**

### **First Nations Community Claims Helper**

**Travel:** some travel required, a valid driver's license and regular access to reliable transportation is highly desirable. Evening and weekend work may be required based on community needs.

**Residency:** Applicants must live in or near their assigned region.

**Internet:** Must have access to reliable internet.

### **Urban Claims Helper**

**Travel:** some travel required, a valid driver's license and regular access to reliable transportation is highly desirable. Travel may include nearby cities or towns. Evening and weekend work may be required based on community needs.

**Residency:** Applicants must reside in or near a major urban center within their assigned region.

**Internet:** Must have access to reliable internet.

## **Who we're looking for:**

- 3+ years of experience working with Indigenous communities or peoples
- Strong knowledge and understanding of Indigenous cultures, history and the impacts of intergenerational trauma
- Understanding of colonial policies and their effects on First Nations peoples
- Ability to build trust and communicate effectively with diverse groups
- Experience using computers and software such as Microsoft Office Suite, Teams and Zoom
- Willingness to travel, including overnight stays and work evenings and weekends if needed



- Experience working in a call centre or in client/customer service
- Public speaking and effective communication skills, both spoken and written
- Willingness to work in a corporate environment and culture and to meet contracted obligations on budget and on time
- Preferred: Self-identifying as Indigenous and/or firsthand experience living or working in an Indigenous community

**Bilingual requirement for Quebec candidates:**

- Due to the nature of the work and the people we will be helping to serve as well as the colleagues that you will be working with, we will require people who can operate in both English and French if hired in Quebec.

**What we offer:**

- **Competitive salary:** \$60,000–\$65,000
- **Benefits:** Health, dental, life, and disability insurance (100% employer paid), an Employee Assistance Program and a Flex Health Spending Account
- **Vacation:** 3 weeks of accrued paid vacation annually

If you require accommodation during the recruitment process, please inform us, and we will work to meet your needs.