



Penticton Indian Band

841 Westhills Drive,
Penticton, British Columbia
Canada V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

February 25, 2026

Employment Opportunity

The Penticton Indian Band (PIB) is currently seeking an ambitious and qualified individual to fill the following position:

Position Title:	Income Assistance Team Lead	Pay Rate:	\$25.00-\$42.50 (based on credentials and experience)
Department:	Social Development	Classification:	5/Supervision
Status:	Term (5 months)	Working Hours:	35 Hours per Week
Responsible To:	Social Development Manager		
Location:	841 Westhills Dr, Penticton BC V2A 0E8		
Deadline:	March 11, 2026		

Job Summary:

Reporting to the Social Development Manager, the Income Assistance Team Lead is responsible for overseeing the daily operations of the Income Assistance Program and supporting related social development initiatives. This includes planning, organizing, and implementing employment and community-based programs, maintaining accurate financial and client records, overseeing the Income Assistance caseload and ensuring services are delivered in compliance with Indigenous Services Canada (ISC), PIB, and other governing policies.

This role also includes a team leadership component, supporting and mentoring other Social Development staff and participating in the hiring, training, and supervision processes. The incumbent will play a key role in promoting employment, training opportunities, and delivering services that support community well-being.

Core Competencies

- Accountability & Integrity
- Communication & Active Listening
- Planning, Organizing & Prioritizing
- Adaptability & Problem Solving
- Leadership & Team Collaboration
- Critical Thinking
- Cultural Sensitivity & Service Orientation
- Computer Literacy
- Confidentiality & Discretion

Duties/Responsibilities:

- Process monthly Income Assistance applications according to ISC and PIB policies.
- Conduct client intake and assessment interviews

- Conduct client intakes, interviews, assessments, and eligibility determinations.
- Complete Budget and Decision Sheets and support applications for income and disability assistance.
- Maintain and update the directory of service providers and external contacts.
- Prepare departmental reports, correspondence, and presentation materials.
- Support clients with job searches, training referrals, and employment readiness.
- Deliver workshops or coordinate training opportunities in response to client/community needs.
- Maintain accurate and up-to-date case files and documentation to meet audit requirements.
- Ensure confidentiality and client privacy is maintained at all times.
- Lead case management for Income Assistance clients, ensuring adherence to ISC policy.
- Maintain accurate documentation and audit-ready client files.
- Assist in preparation of budgets, financial reports, and cheque runs.
- Monitor program expenditures and provide budget recommendations.
- Review, prepare, and submit reports, correspondence, and ISC documentation.
- Maintain a digital filing system and database for client and program records.
- Coordinate and participate in community engagement activities and social development workshops.
- Act as a team lead for Income Assistance.
- Participate in onboarding, mentoring, and performance feedback for team members.
- Ensure all policies and procedures set by ISC, PIB, and related Ministries are followed.
- Collaborate with other department leaders (Youth Recreation, Family Preservation) as needed.
- Facilitate team planning sessions and contribute to departmental work plans and goals.
- Identify service gaps and recommend strategies for program improvement.
- Assist with implementation and administration of Work Opportunity Programs and Employment Training initiatives.
- Engage with ISC BSDW agents and external partners to maintain positive working relationships.
- Attend community meetings or sessions as required to promote awareness of available support.

Qualifications/Requirements

Minimum Academic/Educational Requirements

- Post-secondary diploma in an administration field, human services, or related field. Equivalent experience may be considered.

Other Certification, Licenses, Designations and/or Training

- Clear Criminal Record check including Vulnerable sectors.
- Valid Driver's license and drivers abstract, access to reliable transportation.

Experience

- Minimum 2 years in income assistance, social work, or administrative support roles.
- Experience working with Indigenous communities and knowledge of Indigenous Services Canada Income Assistance Program is an asset.

Assets:

Technical Skills

- Proficiency in Microsoft Office Suite and database systems
- Comfortable using electronic filing system and client management tools (knowledge of Xyntax is an asset).
- Strong written, verbal, and interpersonal communication skills

Working Conditions:

- Busy office setting.
- Manual dexterity requires the use desktop computers and peripherals.
- Interacts with employees, management, and the public at large.
- Overtime may be required.
- Some travel may be required.
- Working environment and safety protocols of the highest caliber, working in a private office with face masks worn in all general

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

*All Penticton Indian Band employees are encouraged to learn about the culture, language and customs of the Okanagan people and must be willing to continuously upgrade their skills and knowledge and further their formal education.

The Penticton Indian Band offers a competitive compensation and benefits package as well as a great team and respectful work environment. If you are qualified and looking for an exciting and rewarding career. Please send a resume and cover letter to the attention of:

**Armando O. Lopez, HR Manager
Penticton Indian Band**

Mail: 841 Westhills Drive Fax: (250) 493-2882
Penticton, BC V2A 0E8 Email: jobs@pib.ca

In Person: PIB Administration Offices – 841 Westhills Drive, Penticton, BC

*The Penticton Indian Band provides equal employment opportunities to all, regardless of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, political belief, creed, disability that does not prohibit performance of essential job functions or that cannot be accommodated, or conviction for which a pardon has been granted. However, where two or more applicants have comparable or equivalent skills and qualifications, preference shall be given, in the following order, to persons with specific knowledge of and/or experience with Sn'Pink'tn(Penticton) language (N'syilxcen), culture, history and customs; persons of Aboriginal, Métis or Inuit ancestry; and all others. **We thank all those who apply; however, only those candidates selected for interview will be contacted.***