

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Pensions Specialist	
Position Number(s)	Community	Division/Region(s)
97-2253; 97-9909	Yellowknife, NT	WSCC NT

PURPOSE OF THE POSITION

The Pensions Specialist administers long-term benefits to permanently injured workers and dependants of workers who have suffered a fatal injury, and is the WSCC expert resource on pension issues both internally and externally. The Pensions Specialist maintains on-going relationships with permanently injured workers to ensure changes in their conditions are reviewed and that they are receiving appropriate care.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit. The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The Pensions Specialist reports directly to the Supervisor, Case Management and Pensions and is one of two Pensions Specialists who are responsible for all initial and on-going pension and benefit awards and medical decisions on pension claims, including coordinating occasional or special provision payments for WSCC pensions, such as Supplementary Pension Increases.

The Pension Specialist has a total spending limit of \$475,000. Single transactions range from \$1,000 to \$25,000.

RESPONSIBILITIES

1. Manages pension and claims from workers who suffered fatal injuries.

- Determines on-going eligibility and appropriateness of medical services provided by health care professionals and service providers
- In consultation with the WSCC Medical Advisor arranges for medical assessments and treatments.
- Determines the eligibility of a worker's spouse or other dependent to receive a pension in the event of a worker suffering a fatal injury. Provides support, coordinates activities and ensures payments are administered in a timely manner.
- Ensures the provision of medical treatment and benefits, including prescriptions and independence aids, such as braces and prosthetic devices
- Investigates, coordinates and administers special need requirements for injured workers, such as home modifications, vehicle modification, and other more complex medical needs.
- Investigates inconsistencies or red flags and escalates to the Investigator for a full investigation when necessary
- Establishes and maintains contact with claimants and their families, employers, health care professionals, union representatives, claimant/employer advocates, Worker's Advisor and other interested parties to review claim progress, resolve problem areas and ensure the ongoing administration of the claim.
- Acts as a resource person internally and externally on pension policies or for statistical, financial or adjudication purposes.
- Reviews requests for pension advances and lump sum payments and prepares recommendation documents for VP, Stakeholders Services approval.
- Coordinates travel and subsistence benefits for injured workers.
- Manages all claims accepted from 1941 – 1976, which are covered by other insurers.

2. Recommends to Supervisor, Case Management and Pensions, eligibility/ineligibility for entitlement of Permanent Medical Impairment (PMI) awards on an ongoing basis in compliance with the *Workers' Compensation Act* and policies.

- Implements recommendations made by Case Managers, Adjudicator and/or the WSCC Medical Advisor for both eligibility and level of award.
- Calculates pension awards in keeping with the Disability Evaluation Schedule.
- Authorizes pension awards and recommends approval to the Supervisor, Case Management and Pensions the total capitalized value of the pension. This applies to all injury types after the WSCC Medical Advisor, Case Manager and/or Adjudicator have recommended a pension.
- Provides recommendations for the Supervisor's review for additional compensation. These are authorized by the VP, Stakeholder Services.
- In conjunction with the Supervisor, Case Management and Pensions, coordinates the implementation of Supplementary Pension Increases as required by ensuring the monthly pension cheque run, which totals approximately \$800,000 to about 1600 permanently impaired workers.

- In conjunction with the Supervisor, Case Management, implements the yearly Affirmation process

3. Completes a variety of administrative tasks.

- With Financial Services staff, balances monthly pension run to previous month's run to ensure that differences in the amounts are accounted for and properly documented.
- Maintains computer and hard copy file on each claim.
- Documents events that pertain to claim files, such as conversations with clients, notes-to-file and rationale for decisions(s).
- Prepares a variety of correspondence.

WORKING CONDITIONS

(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Dealing with clients who may be angry and anxious due to injuries can create stress. There is uncertainty about what to expect. Occasionally, clients will be verbally abusive and utter threats.

KNOWLEDGE, SKILLS AND ABILITIES

- Research and analytical and evaluation skills, ability to probe, gather/draw out required information, investigative and interviewing skills
- Demonstrated ability to interpret and apply *Acts* and *Policies* when reaching decisions
- Demonstrated decision making abilities, that are ethically sound and equitable
- Adjudication skills
- Communication:
 - Ability to motivate injured workers to assist with improved quality of life
 - Attentive listening
 - Tact and diplomacy
 - Conflict resolution
 - Excellent communication skills, both verbal and written (emails, documenting and letter writing)
- Demonstrated ability problem solving skills
- Customer Service Aptitude

- Mathematical/Financial skills (i.e. computation, problem solving, working with formulas)
- Proven ability to work both independently and in a team environment and ability to train others
- Time management skills with changing deadlines and changing priorities, and adaptable to competing priorities
- Computer skills (including data bases, Microsoft Office Suite and others)
- Must be flexible and innovative, and have the ability to establish and promote effective relationships between individuals or groups to resolve issues affecting a claimant
- Interpersonal skills that facilitate active participation as part of a cross-functional team
- Ability to function within a multi-cultural environment
- Demonstrated experience working with a client base of wide geographical and complex cultural backgrounds

Typically, the above qualifications would be attained by:

A degree in the social sciences combined with 3 years of demonstrated experience working with clients in a social program environment. Knowledge of WSCC philosophy and operations would be an asset.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred