IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Case Manager	
Position Number(s)	**Community(s)**	**Division/Region(s)**
97-2516; 97-4465; 97-6915; 97-9866; 97-9925; 97-9926; 97-9927	Yellowknife, NT	Stakeholder Services

PURPOSE OF THE POSITION

The Case Manager is responsible for ongoing entitlement, adjudication decisions, and vocational rehabilitation for all complex and long-term claims. The Case Manager assesses the impact of the injury on the client's life, develops, and facilitates the best course for medical treatment and vocational plan to assist the worker to return to gainful employment.

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. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

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 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 Case Manager reports to the Supervisor, Case Management and Pensions, in Yellowknife; and handles complex and long-term claims in a timely, accurate and efficient manner. Workers with injuries where the recovery extends beyond six weeks are at the highest risk of being unable to return to work. Effective management of these claims lessens this risk, ensures a more satisfactory outcome for the worker and is less costly to the Commission.

The Case Manager assesses the impact of the injury on the client's life, develops, and facilitates a vocational plan to assist the worker to return to gainful employment. This often requires the management of professional rehabilitation service providers. This position also recommends referrals to the Pensions Specialists when determined that the worker has a permanent impairment.

The average caseload for this position is up to 50 - 60 on-going claim files. Due to the large geographical area the WSCC covers, awareness of multi-cultural issues is a mandatory requirement for the job and can entail the use of translators in all official languages.

Because of the unique circumstances in each worker's case, the incumbent uses sound judgment and extensive knowledge of available programs and services to determine the best course for medical treatment and rehabilitation of the worker. Medical and Vocational Rehabilitation of an injured worker can be very costly and the decisions made by the Case Manager can lessen the cost to the Commission and shorten the time that the worker is away from employment.

The Case Manager has a total spending limit of $475,000 per claim. Single transactions range from $1 to $25,000 per transaction. These include disability benefits, medical aid and rehabilitation costs.

RESPONSIBILITIES

1. **Adjudicates, manages, and expedites complex and time-loss major claims (those claims in excess of 6 weeks in duration).**
   - Reviews and confirms initial entitlement decisions.
   - Determines ongoing eligibility for compensation benefits to injured workers by evaluating all the evidence (medical, employer, witness and worker statements, etc.) in light of the *Workers' Compensation Acts (Nunavut and Northwest Territories)* and WSCC Policies and communicates decisions based on analysis of information.
   - Determines on-going entitlement, eligibility, and suitability of medical services delivered by health professionals to ensure the appropriate course of action is taken to return the worker to the workforce. These decisions are based on past practice, the disability duration guidelines and consultation with medical professionals.
   - Establishes and maintains contact with workers' and their families, employers', health professionals, union representative, worker/employer advocates and other interested parties to review the claim progress, and expedite an early and safe return to work.
   - Is accountable for ensuring that all payments made on the claim are appropriate and justification is available on file.
   - Is accountable for claims that surpass their expected recovery guidelines timeframe.

2. **Assesses the employment, social, economic and emotional impacts of the accident on the worker's life to determine vocational rehabilitation entitlement with respect to legislation, policy and procedure.**
   - Consults with the WSCC Medical Advisors and Return to Work Specialist.

- Interviews workers, employers and health care professionals.
- Determines the eligibility for vocational rehabilitation.
- Coordinates case conferences.

3. **Develops a vocational plan with the worker and employer to facilitate a safe and timely return to work.**
   - Authorizes evaluation services for vocational and functional assessments or work capacity evaluations.
   - Evaluates testing results and coaches the worker to develop an attainable rehabilitation goal.

4. Manages the rehabilitation process.
- Arranges and maintains professional services such as pain management intervention, financial counselling, psychological counselling, etc.
- Develops job placement plans in conjunction with incident employers, potential employers and trade unions.
- Monitors approved vocational rehabilitation programs.
- Approves and arranges special needs interventions (such as home or work site modification).
- Assesses needs and facilitates interventions and referrals such as HRDC (Human Resources Development Canada), counselling, etc.
- Manages the consultative process with health care professionals, rehabilitation specialists (i.e. evaluation services).

5. Administration.
- Ensures Quality Assurance measures, key performance indicators, and service standards are met.
- Establishes and maintains a computer and hard copy file on each claim.
- Prepares and communicates written correspondence, i.e. claim disposition letters.
- Initiates and authorises payments.
- Documents actions taken on claim files (conversations, summaries, and notes to file).

WORKING CONDITIONS

Physical Demands
No unusual demands

Environmental Conditions
No unusual conditions

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 *Regulations* when reaching decisions
- Demonstrated decision making abilities, that are ethical sound and equitable
- Excellent adjudication skills
- Experience working with and developing vocational and rehabilitation plans
- 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
- Excellent time management skills with changing deadlines and changing priorities, and adaptable to competing priorities
- Excellent 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 Bachelor's degree in Social Sciences, with 4 years case management experience, working with clients in a related environment.

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