

WSCC for workers or employers who dispute decisions made by the WSCC. Review Committee team members consists of the Chair, a Review Committee Member, a Review Committee Registrar, and Alternate Members (from within the WSCC) as required. Sections 113 and 114 of the *Workers' Compensation Acts* of the Northwest Territories and Nunavut provides the Review Committee with the authority to undertake reviews of decisions previously made by the WSCC. Section 113 specifies decisions in respect of a claim for compensation. Section 114 specifies decisions in respect of matters listed in Section 114(1) (a through f). Section 116 of the *Workers' Compensation Acts* provides direction in the process and/or conduct of any review undertaken.

As the sole adjudicator, or as a member of the hearing panel, the Chair or a Review Committee Member (Member) will conduct a documentary or oral review of objections to claims and assessment decisions. Conducting a review requires that the Chair or Member review all case details and interpret legislation and policy to confirm, reverse, or vary the original WSCC decision. The Chair or Member will draft decision paper(s) that outline the decision rationale. The Chair ensures that the Review Committee conducts all reviews within the established timeframes of the Review Committee Terms of Reference and Procedural Guidelines; considers and weighs all evidence; and makes fair and impartial decision(s) by applying all relevant legislation and policies specific to the issue(s) under review.

The Review Committee deals with complex and controversial issues, not always directly addressed in WSCC policy, procedures, or guidelines. In such cases, the Chair is required to exercise independent judgment based on evidence; the facts of the case; relevant provisions of the *Workers' Compensation Acts* and *General Regulations* of the Northwest Territories and Nunavut; and WSCC policies and procedures. Decisions made by the Chair may have significant implications for applicants or the WSCC.

The Chair is responsible to ensure the accuracy, quality, and clarity of Review Committee decisions. A high standard is crucial as the quality of the decision(s) impacts the integrity and image of the WSCC, with both internal and external stakeholders.

The Chair manages a team of two individuals and a budget of \$320,000.00. The incumbent has spending authority of \$20,000.

DIMENSIONS

There are two (2) positions reporting directly to the Chair.

- Review Committee Member
- Review Committee Registrar

RESPONSIBILITIES

1. Conducts reviews of WSCC decisions and renders decisions on the issue(s) under review.

- Confirms the issue(s) under review.

- Analyses and considers all the evidence contained in the case summary, the claims or assessment file, and the WSCC database.
- Chairs, leads, or acts as a member of the hearing panel during the hearing meeting.
- When chairing an oral hearing, outlines the hearing process and asks pertinent questions to those in attendance (the appellant, representatives, or other relevant parties) either in person, or via telephone conference or video-conference to ensure a full understanding of the process, evidence provided, and issue(s) under review.
- Adjudicates the issue(s) under review by determining the relevance of and weighing the evidence that relate to the issue(s).
- Applies the relevant provisions of the *Workers' Compensation Acts* and *General Regulations* of the Northwest Territories and Nunavut, and WSCC policies and procedures that relate to the issue(s) under review.
- Ensures the Principles of Procedural Fairness are appropriately applied or adhered to throughout the hearing and decision making process.
- Requests additional evidence needed from internal and external sources including legal opinions, medical assessments, medical research data, payroll and wage information, audit findings, industrial undertakings, and licensing and contracting agencies.
- Decides on a ruling on the issue(s) under review.
- Renders sound and just decisions within the prescribed timeframes.
- Drafts and finalizes the decision paper for signatures.

2. Provides overall management of staff and resources of the Review Committee.

- Provides overall human resource management including staffing, assigning and supervising activities, performance reviews and discipline of staff reporting to the position.
- Coaches and supports the unit team; provides advice and guidance to the Review Committee Member, Alternate Committee Members, and Review Committee Registrar on complex or contentious issues.
- Manages the financial resources of the Review Committee, including completing required budgetary submissions and monitoring activities including variance management.
- Manages external contracts as required.
- Reviews and amends job descriptions as required.
- Lead regular staff meetings.
- Development and implementation of the unit workplan and managing the completion of projects.
- Effectively communicates important issues brought forward by Senior Management and/or Manager's Team.
- Assists in the development and implementation of the unit Key Performance Indicators (KPI's).
- Monitors performance in accordance with the WSCC's Performance Management System, and contributes toward yearly performance assessments.
- Addresses staffing and succession planning requirements and participates in the hiring process for the Member and Registrar positions.

- Provides appropriate mentoring, policy training and identifies appropriate training and development for the Member and Registrar positions to ensure consistency in service excellence.
- Periodically reviews administrative procedures to ensure they are current.
- Complies with, and enforces, safety management procedures, and safe work practices to ensure employee health and safety.
- As a member of the Leadership Team participates in and/or leads special projects as required.

3. Participates in WSCC quality control.

- Identifies and recommends the need for new or revised policies to the Vice President, Executive Services, as necessary.
- Ensures effective contact with internal and external clients and their representatives to enhance public knowledge of the WSCC and the review process.
- Supports and monitors the WSCC's internal appeals process by developing and implementing systems and procedures to maintain the integrity of the internal review process.
- Ensures statistical and/or other reporting of Review Committee activities are completed according to established procedures and deadlines.

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

The incumbent is often faced with tight deadlines and large workloads with competing priorities and demands. Claimants and employers contacting the Review Committee are often unhappy with a decision made by the WSCC. The Chair is required to deal with claimants or employers who may be hostile or emotional. Clients may be verbally abusive and in some instances, threatening. Dealing with clients who may be angry and/or anxious can create stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of workers' compensation legislation and policy and its interpretation;
- Knowledge of medical terminology and administrative law fundamentals of legislative and policy processes;
- Knowledge of the claims, assessment, and financial processes of the WSCC;
- Knowledge of fundamental accounting principles and budget management;
- Ability to use a variety of computer applications including word processing, spread sheets and presentation packages;
- Ability to adjudicate, make decisions, and problem solve;
- Ability to apply conflict resolution, facilitation, recommendation, decision-making, and management skills;
- Familiarity with the Principles of Procedural Fairness as it applies to the hearing and decision-making process
- Communicate effectively, both orally and in writing, and maintain professional communications in difficult circumstances;
- Work effectively in an environment with changing priorities and demands;
- Manage a caseload and multiple tasks with competing deadlines;
- Strong interpersonal skills;
- Objective and active listening skills, including the ability to respond in a tactful, helpful, and responsive manner;
- Ability to manage and operate in stressful situations.

Typically, these abilities, knowledge and skills are attained by:

A university degree in a related discipline (Social Sciences, Social Work, Political Science, Public Administration, etc.), with a minimum of five years of progressive experience in case management and workers' compensation to include at least two years of management experience.

Technical experience with workers' compensation issues is 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

CERTIFICATION

Title: Chair, Review Committee

Position Number(s): 97-0010

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p>
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____