



Effective communication between the Case Aide and Case Management staff contributes to the recovery and rehabilitation of injured workers. Ineffective communication could result in process delays including adjudication, medical aid provision and rehabilitation services.

This position has a total spending authority limit of \$1,000 per transaction.

## **RESPONSIBILITIES**

### **1. Provides support function to case management.**

- Reviews files when transferred to Case Management to ensure all pertinent information is in order.
- Ensure files are organized and in working order prior to closing.
- Prepares files to be transferred to Pensions.
- Requests information required for decision making (i.e. medical reports, employer information, pre-existing medical information etc.).
- Writes and sends initial letters to workers and employers on acceptance of a claim into case management.
- Writes and sends closing letters to workers and employers on the closure of a claim and assists with the closure of files.
- Creating payments in the electronic file management system (CAAPS) for the Case Manager to review and authorize.
- Arranges claimant travel including accommodations and helps support the claimant through this process.
- Authorizes payments in CAAPS relating to travel within the spending limit and according to WSCC Regulations/Policy.
- Completes file review summaries, including medical.
- Approves medical invoices within the spending limit, including coding and matching to appropriate reports.
- Codes medical invoices which are above the spending limit to forward to Case Managers for approval
- Covers basic questions from stakeholders (claimants, employers, and health care providers) when the case manager is not available.
- Covers their assigned case manager's caseload, by being the first point of contact for stakeholders and answering any simple questions they may have when the case manager is out of office.
- Documents all file actions and stakeholder interactions in CAAPS

### **2. Provides administrative support to Case Management and Pensions Staff.**

- Reviews disclosures for accuracy, according to procedure.
- Copies files for review, disclosure and/or uploading for file transfers between Yellowknife and Iqaluit.
- Aides in the creation of electronic filing, including scanning paper files and organizing the electronic records according to approved records retention procedures.

### 3. **Other related duties.**

- Filing
- Supports reconciliation of claimant travel.
- Responds to claimant inquiries and forwards to Case Managers for follow up.
- Administrative duties as required

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

Considerable amounts of time reading and communicating (verbal and written).

### **Mental Demands**

Volume and pace of job tasks and workload is variable and unpredictable.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to work with a multi-disciplinary team and prioritize tasks effectively.
- Strong analytical and organizational skills.
- Willingness to learn from supervisors, mentors, peers is critical to the incumbent's success.
- Strong customer service focused skills
- Excellent attention to detail
- Ability to multi task and work in a fast paced setting
- Basic research skills
- Experience working in a health care, claims/insurance or social services setting
- Experience working with a variety of filing systems
- General knowledge of office administrative processes
- Computer literacy and the ability to learn and apply data base systems are essential.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Excellent written and verbal communication skills.
- Excellent organizational and interpersonal skills combined with the ability to function independently and as part of a team.

### **Typically, the above qualifications would be attained by:**

A Certificate in Social or Human Science, with one year of administrative experience, preferably in human or social service setting.

Knowledge of claims processing 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