

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.

Reporting to the Chair of the Committee, the Registrar is located in Yellowknife, Northwest Territories and works under, and receives authority from Sections 113 and 114 of the *Acts*. The Committee is the first level of appeal for workers or employers who dispute decisions made by either Claimant or Employer Services within the WSCC.

The Review Committee has exclusive authority to examine, inquire into, hear and decide all matters arising out of the request to review a decision made by the WSCC as it relates to claims and assessment issues, and has the authority to confirm, reverse or vary a decision made by the WSCC.

The Registrar is responsible for providing administrative support to the Committee, and the administration of the review process. As the first point of contact for claimants and employers from the Northwest Territories and Nunavut, legal and medical professionals, the Workers' Advisor and other advocates, the Registrar conducts the day-to-day operations of the Committee and acts as a liaison between interested parties. In keeping with the Mission, Vision and Values of the WSCC, the Registrar exhibits a high degree of tact, diplomacy and cultural sensitivity when interacting with clients who are often upset; having already received what they believe is an unsatisfactory decision from the WSCC.

The Registrar is responsible for writing impartial case file summaries for review by the Committee prior to the official hearing date. It is critical that the case file summaries are comprehensive and accurate so that the Committee is able to make fair, equitable, and timely decisions.

This position works within a legislative and policy framework, and carries out its responsibilities in accordance with the *Acts*, Workers' Compensation General Regulations (Regulations), policies, procedures and the Review Committee Terms of Reference. The Registrar identifies the proper policies, procedures and sections of the *Acts* and Regulations to ensure correct application. The incumbent also ensures that all reviews conducted by the Committee are within the Committee's jurisdiction and established Rules of Procedures. Consideration of incorrect policy, legislation or Rules of Procedure, and/or incorrect or missing information may result in the Committee making an erroneous decision or could delay the review process causing undue hardship for an appellant. Further, the use of incorrect legislation, policy and Rules of Procedure, or incorrect or missing information may lead to the Appeals Tribunal, upon request for an Appeal, to reverse or vary a decision made by the Committee.

RESPONSIBILITIES

1. Writes impartial case file summaries ensuring all evidence, relevant to the issue(s) under review, is available to the Committee to make fair and equitable decisions.

- Researches and analyzes the contents of appellant files within the Claims Assessment Accident Prevention System (CAAPS) and assessment file and decides what information is relevant to the issue(s) under review for inclusion in the case summary.
- Prepares accurate and concise case file summaries based on the factual evidence on the claim or assessment file and relevant to the issue(s) under review
- Decides if and what additional evidence is required and requests this evidence from internal and external sources including the operating divisions, medical and/or legal professionals, claimants, Workers' Advisor or representatives, government agencies, etc.
- Researches and identifies relevant provisions of the *Acts*, Regulations, and operational policies/procedures to be included in the summary

2. Coordinates the Review Process

- Ensures appropriate jurisdiction is maintained on all reviews conducted the Committee.
- Identifies the issue(s) for review for the Chair and the Members approval; confirms issues with the Chair.
- Expedites timely writing of case summaries and scheduling of hearings.
- Formats, edits, and revises written decisions for the Chair and the Member(s) for final signature.
- Distributes final decisions to the claimant or their representative, and the responsible Manager, Claimant or Employer Services.
- Maintains a Bring Forward system to ensure timely administration of the Committee's decisions.
- Ensures the Committee's service standards are maintained.
- Ensures the Principles of Natural Justice are appropriately applied and adhered to throughout the hearing and review process.
- Maintains confidentiality throughout the review process.

3. Acts as liaison between the Committee, appellants, representatives and other interested parties.

- Meets and corresponds with appellants, employers, or their legal representative(s) to discuss issues under appeal, and provide information and clarification on the Committee process, WSCC's policies and procedures.
- Researches and responds to inquiries.
- Researches and provides information to divisional Vice Presidents, Claimant or Employer Services staff, assessors, other boards, insurance companies, and medical and legal professionals.
- Informs all interested parties of the status of their review and briefs them regarding their rights and responsibilities regarding confidential materials as per the *Access to Information and Protection of Privacy Acts* (ATIPP).

4. Conducts the Committee's day to day operations.

- Administers the day to day activities and scheduling of reviews.
- Assists the Committee by identifying any practices and procedures that require clarification or amendment.
- Prepares quarterly and annual statistical reports, claimant information and responses using the CAAPS and other resources for the Chair and Member of the Committee, Vice President, Executive Services, the Senior Management Team and other interested parties.
- Meets with Legal Counsel to discuss and obtain clarification on legislation, Rules of Procedures, Terms of Reference or to request Legal Opinions on current reviews.
- Meets with Policy Analyst or Chair of the Committee to obtain interpretation or clarification of policy related to current reviews.
- Takes minutes either electronically or hand written and to transcribe hearing minutes.
- Reviews the Chair and the Members written decisions for grammatical, punctuation, and spelling errors and confirms references to polices and legislation are correct.
- Identifies and recommends new or revised polices when deficiencies or statistical trends are noted.
- Prepares background information for decision papers, statistical reports and Ministerial briefing notes, as required.
- Reports and tracks any irregularities within CAAPS that adversely affects the Committee's ability to access information and the Registrar's ability to complete reports and access claimant and employer information.
- Completes diagnostic testing on reported CAAPS items that operated incorrectly or were added.

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 conditions

Sensory Demands

No unusual demands

Mental Demands

Claimants and Employers contacting the Committee are often unhappy with a decision made by the Operating Division. Dealing with clients who may be angry and anxious due to injuries can create stress. There is uncertainty about what to expect and how clients may react to information and /or requests.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated knowledge of the WSCC Claims and Assessment process
- Thorough understanding of applicable Acts and Policies, with a demonstrated ability to interpret and apply legislation, policies and procedures
- Demonstrated decision-making, problem solving, and analytical skills to assist the Chair and the Member with the decision-making process
- Excellent investigative, research and writing skills
- Familiarity with legal and medical terminology, administrative practices and duties
- Demonstrated knowledge of the Principles of Natural Justice
- Proven organization skills and ability to coordinate files containing large amounts of important and highly confidential information
- Ability to maintain confidentiality
- Ability to deal with clients with tact and diplomacy often in stressful situations
- Excellent communication skills, both oral and written
- Excellent administrative, organizational and time management skills as required by the Committees' Terms of Reference
- Excellent command of the English language including proofreading ability and attention to detail
- Ability to take minutes either electronically or hand written and to transcribe hearing minutes
- Ability to manage multiple tasks associated with the Committee
- Proven ability to work on own initiative and under minimal supervision
- Solid computer knowledge in common applications such as Word, Excel and presentation software
- Strong ethical foundation

Typically, the above qualifications would be attained by:

A two-year diploma in a related field combined with two years of related experience. Medical and legal terminology course work and knowledge would be an asset. Knowledge of the WSCC and its legislation and policies is an asset.

Certificate in Foundations of Administrative Justice 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