

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Supervisor, Case Management and Medical	
Position Number(s)	Community(s)	Division/Region(s)
97-9835	Iqaluit	Stakeholder Services

PURPOSE OF THE POSITION

The Supervisor, Case Management provides direct supervision to the Case Managers and Case Aides to ensure reliable, timely, first line service to workers who are injured or ill because of work related activities in Nunavut.

The position leads and mentors an effective team and ensures well-organized day-to-day unit operations; efficient use of resources; cost containment; and adherence to the *Workers' Compensation Acts* of the Northwest Territories and Nunavut, WSCC policies and procedures. The position monitors quality controls and performance standards for the unit.

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 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 Supervisor, Case Management, reports to the Manager, Case Management and Medical and is located in Iqaluit. The incumbent has nine direct reports, including 7 Case Managers and 2 Case Aides. This team is responsible for ongoing entitlement and adjudication decisions on claims for injured workers. Case Managers handle all complex and long term claims, which

include vocational rehabilitation. The unit handles approximately 1268 ongoing claims per year. Poor case management decisions create a hardship to injured workers, financial loss to the WSCC Workers' Protection Fund, and negative publicity for the Commission.

The Supervisor, Case Management is responsible to ensure that Case Managers provide quality customer service to injured workers and their employers. The incumbent has a small caseload and provides case management for claims of a complex or controversial nature, to ensure appropriate investigation and fair benefits. The Supervisor reviews and approves all adverse decisions by the team members, prepares briefing notes and ensures quality services.

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

RESPONSIBILITIES

1. Provides quality control for staff performance in the Case Management Unit and is accountable for all decisions made by Case Managers. Specifically, the Supervisor, Case Management is responsible to:

- Oversee appropriate quality assurance mechanisms and performance standards to monitor and track achievement of business objectives.
- Monitor workloads and file management to ensure an equitable distribution of work and timely execution of functions.
- Provide ongoing support to staff by assisting with workload in times of staff shortages or higher than usual claims volume.
- Review all decisions to deny, reduce, suspend or terminate benefits to ensure compliance with legislation, policy and procedures
- Work with staff to resolve client complaints
- Lead weekly team meetings
- Effectively communicate important issues or concerns raised by team members to the Manager, Case Management and Pensions

2. Performs supervisory and personnel functions of the Case Management unit:

- Co-ordinate, direct and supervise the day-to-day performance of assigned staff
- Approve and monitor leave and attendance
- Initiate and complete staffing action as part of the staffing selection committee
- Prepare job descriptions as required
- Provide initial and ongoing job training and development for the Case Management Team to ensure consistency in service excellence
- Monitor performance in accordance with the WSCC's Competency and Performance Management model, and perform yearly performance assessments and ongoing reviews
- Initiate disciplinary actions as required in consultation with the Manager and Human Resources staff
- Coach staff for continuous improvement of skills and technical knowledge

- Identify strengths, performance deficits, and training needs through file audits, performance reviews, and other quality assurance mechanisms
- Monitor workflows, recommend process improvement, and initiate changes
- Communicate the unit needs to staff on issues regarding work flow, improvements, job satisfaction, employee morale, etc.

3. Supports and assists the Manager, Case Management and Medical:

- Draft ministerial briefing notes as required
- Respond to claimant correspondence and inquires as required
- Assist in the creation of overall Claims unit objectives
- Assist in tasks related to establishing and tracking performance of the unit Establish, implement and monitor the Adjudication and Case Management unit work plan
- Interacts with other division supervisors to resolve issues and streamline processes
- Review and analyze statistical data as required
- Participate in cross-divisional meetings and projects, as required
- Act as Manager, Case Management and Pensions when requested
- Provide support, information, advice and recommendations to the Manager, Case Management and Pensions
- Assist in policy development and implementation related to the Claims unit

4. Manages a small case load at the Manager, Case Management & Medical discretion:

- Provide case management for confidential claims and / or claims of a complex or controversial nature, to ensure appropriate investigation and fair benefits
- Adjudicate, manage and expedite complex and time-loss major claims
- Assess the employment, social, economic and emotional impacts of the incident on the worker's life to determine vocational rehabilitation entitlement
- Develop a realistic vocational plan with the worker to facilitate a safe and timely return to work
- Manage the rehabilitation process

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to supervise a diverse complex unit with minimal direct supervision
- Advanced oral and written communication skills to establish and maintain a wide range of contacts with health care professionals and community organizations
- Demonstrated ability to analyze and make independent decisions, think critically, and be innovative to create/modify strategy or intervention techniques to suit the individual needs of clients.
- Ability to mentor, develop and train staff, inspire service excellence, and ensure achievement of organizational goals
- Demonstrated interpersonal, conflict resolution and problem solving skills to interact with claimants, particularly with irate claimants
- Strong collaboration work with other division supervisors to ensure a cohesive and streamlined team

- Ability to interpret *Acts* and regulations and to find equitable solutions to complex claimant issues
- Interpersonal skills that facilitate active participation as part of a cross-functional team
- Confidentiality
- Ability to perform well in a fully computerized environment using common computer applications.

Typically, the above qualifications would be attained by:

A bachelor's degree in social sciences, with 5 years of progressively responsible case management experience, and a minimum of 3 years of demonstrated supervisory experience is required. Other combinations will be considered.

Assets

Experience in monitoring workloads and quality outputs
Experience in insurance or workers' compensation environments
Experience in complex case management environments
Experience working in remote worksites

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.

Frequent conflicting deadlines and competing priorities can create mental stress.

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: Supervisor, Case Management

Position Number(s): 97-9835

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<hr/> <p>Supervisor Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
 <hr/> <p>Senior Manager</p>	<p>January 29, 2021</p> <hr/> <p>Date</p>
<hr/> <p>President & CEO</p>	<hr/> <p>Date</p>
<p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></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 HR: _____