

cultural issues is a mandatory requirement of the job and can entail the use of translators in all official languages.

The incumbent deals with a volume of 400 claims per year and has a total spending limit of \$175,000.00 per claim including disability benefits and medical aid with transaction limits of \$10,000.00.

RESPONSIBILITIES

1. Determines on-going eligibility for benefits and the appropriateness of services provided by health professionals to ensure the most appropriate course of action is taken to return the worker to meaningful employment.

- Reviews and confirms initial entitlement decisions.
- Makes decisions based on best practice, disability duration guidelines, and in consultation with health care professionals and the WSCC Medical Advisor.
- Analyzes/researches *Acts* and *Policies* to ensure that the worker receives compensation in accordance with the *Acts* and *Policies*.
- Determines the provision of medical treatment and benefits.
- Issues compensation payment to injured workers.
- Authorizes payment of medical accounts.
- Authorizes the replacement of dentures, clothing, glasses, etc., as required.
- Facilitates the process of returning the injured worker to the workforce.
- 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, resolve problem areas and ensure the on-going administration of the claim.
- Answers questions that the worker or the worker's representative may have with respect to the interpretation of WSCC policy and procedures as they relate to this particular claim.
- Refers the worker to a Case Manager for vocational rehabilitation.
- Transfers claims to a Case Manager when the recovery period exceeds six weeks in duration for time loss claims, or three months in duration for no-time loss claims
- Refers the worker to a Pension Specialist to award a pension when deemed appropriate.

2. Administration

- Establishes and maintains a computer and hard copy file on each claim.
- Prepares decision letters and other correspondence in accordance with *WCB Act*, policy and procedures and Unit standards.
- Authorizes payments and reviews accuracy of cheques.
- Maintains claim files through accurate documentation e.g. conversations, notes-to-file and rationale for decision(s).

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

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

- Proven analytical/evaluative/investigative skills are required to make a fair decision.
- Proven organisational and administrative skills to be able to organize and prioritize workload.
- Ability to manage a heavy workload in a computerised environment.
- Ability to interact with clients, witnesses, and employers to ensure the focus of the discussion remains around the injury of the worker.
- Proven research skills to gather information from a variety of sources including interjurisdictional comparisons, medical and occupational texts and journals, and interviews with health care providers.
- Proven communication, problem solving and conflict resolution skills to ensure effective dealings with workers, who may be anxious or angry as a result of their injury or decisions on their file.
- Proven written communication skills to ensure decision letters to clients are clear and accurate.
- Basic knowledge of math is required to ensure accurate wage and benefits calculations.
- Proven interpersonal skills that facilitate active participation as part of a cross-functional team.
- Awareness of multi -cultural issues.
- Familiarity with the *Workers’ Compensation Act* and policies.

Typically, the above qualifications would be attained by:

A related degree plus two years of caseload management experience including working in day-to-day interactions with people to assess situations or plan a course of action.

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: Adjudicator

Position Number(s): 97-9839, 97-9929

<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>_____ Manager</p>	<p>_____ Date</p>
<p>_____ Senior Manager</p>	<p>_____ Date</p>
<p>_____ President & CEO</p>	<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 Human Resources: _____