

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Vice President, WSCC NU	
Position Number(s)	Community(s)	Division/Region(s)
97-9843	Iqaluit	WSCC NU Operations

PURPOSE OF THE POSITION

The Vice President, NU provides executive direction and leadership to NU Operations and has shared accountability for the strategic direction of all workplace injuries and illness prevention, care for workers, return to work programs and employer registration activities provided by the WSCC for the NWT and NU. Working with partners and stakeholders to achieve the strategic priorities of the Workers' Compensation Commission's Strategic Plan and the objectives of the Corporate Plan the Vice President champions workplace safety and care for workers. In addition, the VP NU shares accountability for the education, administration and enforcement of the NWT and Nunavut *Safety Acts*, the *Mine Health and Safety Acts*, and the *Explosives Use Acts*, and other legislation and programs pertaining to worker health and safety, and employer registration activities.

As a member of the Senior Management Team (SMT), the Vice President, NU participates in the executive management of the division in support of the WSCC's Vision and Mission. The Vice President is responsible for ensuring internal and external collaborative networks are established and maintained.

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 operates with four divisions under a team of senior managers. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through occupational health and safety education and collaboration in 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 WSCC has, within Nunavut (NU) and the Northwest Territories (NT), exclusive jurisdiction in all matters affecting compensation for workers injured on the job. Compensation includes the payment of medical expenses, the provision of medical and vocational rehabilitation, payment for loss of wages resulting from injury or occupational disease, pensions for workers who suffer permanent disability and pensions for dependants of workers killed on the job. Employers carrying on business in the NU and NT provide funding. Workers are guaranteed compensation for workplace injuries, and employers are protected from legal action by workers in the event of an accident.

Reporting directly to the President and CEO of the WSCC, the VP, NU leads and directs assigned staff in both the NU and NT depending on functional responsibility according to WSCC law, policies, mission, vision, values, strategic priorities and directives. The VP is accountable to achieve operational results as identified in the Strategic Plan, Corporate Plan, and divisional and related work plans, by ensuring staff have appropriate resources, expertise and work processes to fulfill their duties responsibly. The VP contributes to the safeguarding and controlling of WSCC's reputation and financial sustainability by ensuring regular review and quality assurance of services and outcomes.

Employers carrying on business in the NU and NT provide funding through an annual assessment of their payroll. The funding provided through assessment also pays for the delivery of workplace safety programs as mandated in legislation. The Meredith Principles of Workers' Compensation, as reflected in the *Acts*, guarantee workers compensation for workplace injuries, and protect employers from legal action by workers in the event of an injury. These functions fall under the accountability of the Vice President of NU/NT.

The VP must develop and maintain effective working relationships with stakeholders, partners, Governments, outside agencies including organized employer and worker unions and associations, other national and international agencies and committees working in the field of workers' compensation, employer insurance, and workplace health and safety, including the Association of Workers Compensation Boards of Canada and its International counterpart.

The organization's risk management framework reinforces strong corporate governance and creates a culture of accountability and transparency. Each senior manager is responsible for sustainability of this framework. For each division to achieve the required results, the VP communicates and updates staff on risk management activities and works consistently on the integration and targets of departmental risks, key performance indicators and stakeholder/partner collaboration initiatives.

This position has a spending authority of \$50,000 per transaction and a limit of \$100,000.

DIMENSIONS

Total staff compliment:

Direct Reports: 5

- Manager, Case Management & Medical
- Manager, Claims Processing
- Chief Mining & OHS Inspector
- Manager, NU Support Services
- Employee Health & Safety Officer

Indirect Reports: 3

- Manager, Employer Services
- Supervisor, Employer Services
- Deputy Chief Mining & OHS Inspector

Compensation & Benefits	\$4.6 million
Operations & Maintenance	\$2.1 million
Claims & Pension Costs	\$33.3 million
Capital	\$50,000

Manager Case Management and Medical

Manager Case Management and Medical provides direction and leadership to the Claims Services Unit and is accountable for the delivery of claims processing, case management, return to work, and medical services for injured workers in Nunavut. The Manager plays a key role in meeting the WSCC’s mission to promote workplace health and safety while providing no fault insurance to employers and care for injured workers and to the Strategic Priority of Delivering Quality Services and Outcomes.

Manager, Claims Processing

The Manager, Claims Processing, is accountable to manage, direct, and monitor all aspects of registration and entitlement related to the care for workers across NU. The Manager ensures consistent, reliable, and proficient services are provided to injured workers and their employers. The Manager plays a key role in meeting the WSCC’s mission of ensuring care for workers and fulfilling the strategic priority of delivering quality services and outcomes for workers and employers and sustaining the Workers’ Protection Fund.

Chief Mining & OHS Inspector NWT/NU

In collaboration with the VP, WSCC NT, the VP, WSCC NU leads the development and implementation of prevention programs and services with the goal of reducing injury rates and building a safety culture. Oversees the quality of the education on compliance and regulatory operations including inspections, incident investigations and technical services for mining and occupational health and safety.

Manager, NU Support Services

The Manager, NU Support Services supervises staff on day to day duties such as maintaining

office supplies, tracking expenditures, ensuring that general material is circulated among staff in an effective and efficient manner, preparing files for storage in accordance with GNWT Administrative Records Classification System (ARCS) and Operational Records Classification System (ORCS) standards, and arranging appointments, travel or interviews, providing administrative and office support to the various WSCC divisions, and front-line public services in person and by phone, coordination of Legal, Ministerial, Legislative Assembly documents and materials. The Manager ensure that all related governing *Acts and Regulations* are adhered to.

Employee Health & Safety Officer

The Employee Health & Safety Officer (ESO) is responsible for administering, updating, and monitoring compliance to the WSCC's Internal Safety Program. The ESO advises senior management of changes recommended to improve the overall safety and health of employees, acts as an advisor/facilitator to the Joint Occupational Safety Committee, and investigates employee injury/hazard reports.

Indirect Reports:

Manager, Employer Services

The Manager, Employer Services is accountable for management of the WSCC no fault insurance system that protects employers who pay for it and the workers who receive benefits for the NWT and NU. The Manager oversees a group of technical experts that provide quality customer service to stakeholders and ensures the integrity of both the data collection and subsequent assessment rate calculation process. These actions maintain the integrity of the Worker Protection Fund.

Supervisor, Employer Services

The Supervisor, Employer Services assigns work, monitors and trains a group of technical experts that provide quality customer service to stakeholders and ensures the integrity of both the data collection and subsequent assessment rate calculation process.

Deputy Chief Mining & OHS Inspector

The Deputy Chief has accountability and authority for compliance with NU *Safety Acts, Mine Health & Safety Act, the Explosives Use Act* and their associated *Regulations* and other legislations administered by WSCC pertaining to worker health and safety. The Deputy Chief is the subject matter expert in OH&S in NU and holds authority and accountability, in accordance to the *Acts and Regulations*. The Deputy Chief has a team of technical experts within Preventions Services and internal and external resources available to consult with to provide services.

RESPONSIBILITIES

- 1. The VP, WSCC NU will provide executive direction and leadership to the NU Operations Division for the effective and efficient delivery of regulatory services, employer registration and assessment programs, compensation and claims care and**

pension services, medical direction, safety and care promotion, return to work and other related services and programs for workers and employers of the NU.

- Ensures employees within NU Operations are working safely and following safety legislation and regulations and comply with the WSCC Safety Program.
- Facilitates the development, maintenance and monitoring of unit plans, divisional service standards and key performance indicators that meet the objectives outlined in the Corporate Plan.
- Develops innovative initiatives to enhance internal efficiency and effectiveness by Identifying and implementing process improvement changes while maintaining existing services standards.
- Provides on-going communications with Stakeholders to ensure clarity, understanding and commitment for all Stakeholders.
- Responsible for the development and management of the annual NU operating and capital budgets.
- Monitors all costs associated with NU claims by analyzing cost drivers and explanations. Identifies trends and ensure costs are in compliance with policies, acts and legislation.
- Supports the President & CEO and other senior managers in all aspects of growth specifically through strategic and operational planning.
- Oversees the development and implementation of policies, legislation, and regulations.
- Works with the Actuary and VP, WSCC NT and oversees the development of a classification system for employers that ensure future liabilities of the Commission can be met through fair assessments of employers.
- Establishes and maintains effective working relationships with senior Government officials, industries, and other WSCC's to identify potential impacts of other activities on WSCC service delivery in NU.
- Represents WSCC NU on national or international organizations which develop standards and best practices for work injury assessment, rehabilitation and return-to-work programs.

2. The VP leads discussions on developing and monitoring programs, services and activities that support the organization's strategic priorities of *Delivering Quality Services and Outcomes for Workers and Employers; Sustaining the Workers' Protection Fund; and Advancing the Safety Culture.*

- Executive Sponsor on continuous excellence projects that directly impact NU Operation functions.
- Works with the applicable Senior Managers to develop E-Biz and EZ Access services as well as communication campaigns for programs and functions including communication initiatives related to assessment rates.
- Takes a proactive approach to managing the prevention of workplace incidents and return to work activities as well as identifying quality controls and monitoring measures for claims.
- Provides input to General Counsel on required legislation changes.
- Analyzes statistical data and financial information to ensure efficient and effective management of financial and human resources.

- Reviews organizational structure to ensure divisions are aligned to support the strategic plan.
- Analyzes priorities, strategies and divisional objectives and identify level of risks to the organization.
- Ensures resources and information are available for the annual audit of the Office of the Auditor General and Internal Auditor audits. Upon completion implement recommendations and address observations.

WORKING CONDITIONS

Physical Demands

As normally required in an office environment

Environmental Conditions

In times of volatile financial markets and increasing costs the WSCC financial position is not as stable as it was. This impacts the whole organization.

Sensory Demands

As normally required in an office environment

Mental Demands

Expectations of Employers and Workers increase annually, while resources are limited. To maintain current targets and service standards the NU Operations Leadership team must be constantly focusing on quality assurance and process monitoring. We need to do more with what we have and because this division provides front line services, duties cannot be postponed.

As a member of the senior management executive team, activities can require long hours, competing and unexpected deadlines, and stressful work situations.

Employer Services is responsible for communicating and responding to assessment rate increases, this is more often than not very stressful as employers don't want to pay increased assessments. Overseeing the staff who takes these calls requires constant reassurance and support.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive experience and ability in leading multi-disciplinary staff in the identification and accomplishment of organizational goals and objectives within a complex organization
- Demonstrated senior level strategic planning and management skills
- Proven ability to build consensus
- Proven knowledge and Financial Management experience
- Excellent verbal and written communication skills, including public presentation and interaction skills

- Previous team management and supervision experience
- Ability to work effectively with internal and external stakeholders; government agencies/ officials and other WCB's in a collaborative relationship to meet organizational mission/vision and strategic objectives
- Ability to work in a cross cultural environment
- Strong leadership ability to mentor, develop and train staff, inspire service excellence
- Ability to build and maintain working relationships and to build partnerships
- In depth understanding of the authorities and functions of a Board of Governance
- Strong understanding of the economic and political climate of the Territories.
- Proven understanding of the principles of Worker's Compensation

Typically, the above qualifications would be attained by:

A degree in related discipline, and at least 7 years of experience in a related field are required, including 5 years of recent senior leadership experience.

Related education includes, but is not limited to, health, social sciences, public administration, business administration, occupational health and safety, etc.

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: Vice President, WSCC Nunavut

Position Number(s): 97-9843

Employee Signature

Printed Name

Date

I certify that I have read and understand the responsibilities assigned to this position.

President & CEO

Date

I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.

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.

Reviewed by HR: _____