



**IDENTIFICATION**

Department	Position Title	
Workers' Safety and Compensation Commission	Adjudicator	
Position Number(s)	Community(s)	Division/Region(s)
97-9848, 9847	Yellowknife, NT	WSCC NT

**PURPOSE OF THE POSITION**

The Adjudicator provides on-going entitlement, adjudication and claims management of injured workers claims for a period of six weeks or less.

**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 five 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 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 Adjudicator reports directly to the Claims Processing Supervisor and is located in Yellowknife NT. The Adjudicator has authority for determining on-going eligibility to benefits for workers with time loss claims up to six weeks in duration. The Adjudicator's decisions are based on *Workers Compensation Acts*, Policy and Unit standards in order to make fair and equitable decisions that are acceptable to the injured worker and WSCC.

The Adjudicator assesses the impact of the injury on the client's life, and develops and facilities a return to work plan to assist the worker to return to meaningful employment with the injury employer.

Due to the large geographical area the WSCC covers, awareness of multi-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 time loss 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 “best” 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 fair compensation.
- Ensures 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 *Workers’ Compensation 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):** 97-9847, 9848

<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>Manager</p> <hr/> <p>Senior Manager</p> <hr/> <p>President &amp; CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<hr/> <p>Date</p> <hr/> <p>Date</p> <hr/> <p>Date</p>
<p><b>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.</b></p>	

Reviewed by Human Resources: \_\_\_\_\_