

Department	Position Title	
Workers' Safety and Compensation Commission	Claims Processing Supervisor NU	
Position Number(s)	Community	Division/Region(s)
97-9861	Iqaluit	WSCC Nunavut

The Claims Processing unit (NT and NU) handles approximately 3500 incoming claims per year to determine which ones to accept under the *Workers' Compensation Act* and policies. The incumbent entitles all psychological, harvester, progressive and complex claims and the unit entitles all claims and adjudicates all no time loss claims and claims with less than 6 weeks of time loss. Poor entitlement and adjudication decisions could create hardship to injured workers, financial loss to the WSCC Worker's Protection Fund and negative publicity for the Commission.

The incumbent has seven (7) direct reports including four (4) Claims Representatives, and three (3) Adjudicators.

The Claims Processing Supervisor has a single transaction limit up to \$25,000 per transaction. These may include disability benefits and/or medical aid costs. This position has a total spending authority limit of \$50,000.

RESPONSIBILITIES

1. Provides quality control for all program processes, claims costs and staff performance in the Claims Processing Unit and is accountable for all decisions made by the Claims Representatives and Adjudicators.

- Assists in the creation of overall Claims Unit objectives.
- Establishes objectives for Claims Processing team and oversees completion.
- Establishes appropriate quality assurance mechanisms and performance standards to monitor and track achievement of business objectives.
- Reviews workload and file management with Claims Representatives, and Adjudicators to ensure equitable distribution of work and timely execution of functions.
- Provide technical expertise and advise to staff to ensure existing legislation, policies, directives, and procedures are adhered to.
- Reviews adverse decisions made by Adjudicators to ensure fair decisions made in accordance with legislation, policy and procedures.
- Works with staff to resolve client complaints.
- Leads weekly team meetings.
- Communicates Claims Processing Unit staff needs on issues regarding workflow, improvements, job satisfaction, employee morale etc.
- Interacts with other division supervisors to resolve issues and streamline processes.
- Coaches staff for continuous improvement of skills and technical knowledge in order to achieve stated business objectives.
- Identifies strengths, performance deficits, and training needs through file audits, performance reviews, and other quality assurance mechanisms.
- Monitors work flows, recommends process improvement, and initiates changes as approved.
- Provides ongoing support to staff by assisting with workload in times of staff shortages or higher than usual claims volume.
- Provides support, information, advice and recommendations to the Manager, Claims Processing.

2. Determines eligibility/ineligibility for entitlement on all progressive, psychological, harvester and complex or controversial files.

- Investigates whether an accident has occurred, the circumstances, the compatibility of the injury to the accident, to the employment duties etc. Interviews the worker, the employer and witnesses as required.
- Denies entitlement on those claims not eligible for compensation once the investigation is complete.
- Prepares timely, efficient and accurate initial decisions on all claims according to Unit standards.
- Assigns claims to the appropriate Adjudicator or Case Manager.
- Determines the appropriateness of the initial medical services provided by health professionals to the injury.
- On-Going mentoring and training to Claims Staff on initial entitlement and adjudication.

3. Performs supervisory and personnel functions of the Claims Processing Unit, and provides advice to the Manager, Claims Processing.

- Co-ordinates, directs and supervises the day-to-day performance of assigned staff.
- Ensures the health and safety of all team members.
- Approves; reports and monitors Leave and Attendance.
- Initiates and completes staffing actions for staff vacancies.
- Reviews and amends job descriptions as required.
- Provides initial and ongoing job training and development for the Claims Representatives and Adjudicators.
- Monitors performance in accordance with the WSCC's competency and Performance Management model and performs yearly performance assessments and ongoing reviews.
- Provides appropriate mentoring, policy training and identifies appropriate training and development for front line staff and to ensure consistency in service excellence.
- Initiates disciplinary actions as required in consultation with the Manager and Human Resources staff.
- Monitors key performance indicators, targets and benchmarks.
- Develops Quality Assurance controls. Conducts file audits and communicates findings to appropriate staff and Manager, Claims Processing.
- Reviews achievement of divisional standards and objectives and directs corrective action where required.
- Delegates assignments to appropriate staff members and monitors follow-up activities.
- Effectively communicates important issues or concerns raised by team members to the Claims Processing Manager.

4. Administration.

- Prepares decision letters and other correspondence in accordance to the *WCB Acts*, policy and procedures, human resource manual and unit standards.
- Logs employee performance into an Event Log.

- Maintains claim files through accurate documentation, e.g. conversations, notes to file and rationale for decision(s).
- Authorizes payment of invoices and reviews accuracy of cheques.

5. Supports and assists the Manager, Claims Processing.

- Performs regular quality assurance audits as assigned by Manager, Claims Processing.
- Drafts ministerial briefing notes as required.
- Responds to stakeholder correspondence and inquiries as required.
- Assists in tasks related to establishing and tracking performance of unit as outlined in the Work plan.
- Monitors Work plan for the Claims Processing Unit.
- Reviews and analyzes statistical data as required.
- Reviews and reports to the Manager on Time to First Payment and supplier payments, to ensure timely service to claimants and external service providers.
- Acts as Claims Manager for Stakeholder Services as required.
- Other duties as required.

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

As normally found in an office environment

Environmental Conditions

As normally found in an office environment

Sensory Demands

As normally found in an office environment

Mental Demands

Dealing with the pressures of clients' needs may create stress. Occasionally stakeholders will be verbally abusive and utter threats.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated supervisory skills.
- Leadership ability to mentor and develop staff, inspire service excellence, and ensure achievement of organizational goals.
- Excellent written and oral communication skills, including interviewing and investigation ability, attentive listening, tact and diplomacy, conflict management, and the ability to motivate and engage sometimes resistant clients or staff.
- Proven ability to analyze information and make sound decisions in a dynamic environment that requires regular interactions with other service providers, and clients.
- Problem-solving ability

- Mathematical abilities for wage and benefits computation and verification
- Solid analytical and decision-making skills to ensure fair and equitable decisions by Claims Processing staff
- Ability to interpret and apply *Acts*, policies, rules and regulation.
- Proven analytical/evaluative/investigative skills are required in order to make fair entitlement decisions.
- Proven organizational 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.
- Proven interpersonal skills that facilitate active participation as a 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 Bachelor degree in Social Sciences combined with 4 years of progressively responsible position in a social program environment, 2 years of which supervisory is required.

Experience in the monitoring of workload and quality of outputs, provision of guidance on complex cases, technical queries, training/coaching and mentoring is also necessary.

Practical experience in Entitlement and Adjudication and knowledge of WSCC operations and philosophy, would be valuable assets.

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 record 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: Claims Processing Supervisor

Position Number(s): 97-9861

<hr/> Employee Signature	<hr/> Supervisor Signature
<hr/> Printed Name	<hr/> Printed Name
<hr/> Date	<hr/> Date
<i>I certify that I have read and understand the responsibilities assigned to this position.</i>	<i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>

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

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: _____