IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Medical Services Assistant	
Position Number	**Community**	**Division/Region**
97-9868	Iqaluit, NU	WSCC NU

PURPOSE OF THE POSITION

As a member of the Case Management and Medical Nunavut team, the Medical Services Assistant provides two distinct administrative support functions vital to this team's successful provision of services.

This position coordinates medical referrals to both WSCC internal medical advisors (including Medical Advisors, Psychological Advisors and Dental Advisors) and external healthcare professionals. The incumbent is responsible for meeting the WSCC medical referral process and communication timelines which can be very fluid and require navigating healthcare systems of all provinces and territories within Canada.

In addition, the Medical Services Assistant provides administrative support to entitlement of industrial disease claims. This support is essential to timely entitlement and injured workers' accesses to treatment and compensation.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut, directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

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 NT and NU.

The WSCC is committed to an environment free of 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.

Located in Iqaluit, Nunavut and reporting to the Manager, Case Management and Medical in Iqaluit, NU, the Medical Services Assistant is a front-line worker and a key member of the WSCC's Case Management and Medical Nunavut unit.

Industrial disease claim entitlement process is usually a lengthy process requiring verification of lifetime employment and exposure history both within and outside of Nunavut, as well as extensive medical history from multiple healthcare providers. The Medical Services Assistant must understand the WSCC medical referral process and their role in ensuring "the right service for the right client at the right time". Since more than 40% of workers injured in Nunavut have their primary residencies outside of Nunavut and spread across Canada, it's vital that the Medical Services Assistant has the skills to effectively navigate in different healthcare settings and communicate with different types of healthcare services providers, including but not limited to hospitals, family physicians, specialty clinics, private medical care providers, independent medical assessors, and the WSCC sponsored treatment providers. Due to the scarcity of healthcare resources, particularly in some Canadian jurisdictions, the Medical Services Assistant is required to exercise judgement, negotiation skills and problem solving skills to explore and identify opportunities of timely access to appropriate treatment options to promote injured workers' recovery and return to work. At the same time, due to the amount of information required to entitle industrial disease claims, particularly noise induced hearing loss claims, the Medical Services Assistant needs to have a thorough understanding of the WSCC entitlement process, and the communication skills to obtain required information from injured workers and their life-time employers.

Effectiveness of the Medical Services Assistant's work directly contributes to the recovery and rehabilitation of injured workers. Ineffective work done by the Medical Services Assistant could result in process delays including adjudication of industrial disease claims, access to medical and rehabilitation services, and delayed recovery and return to work. Negative impacts could include emotional, physical and financial consequences.

This position requires the incumbent to facilitate timely and appropriate treatment for injured workers. As more than 10% of injured workers with time loss reside in Quebec, fluency in French is preferred for this position.

The Medical Services Assistant is also crossed trained to provide administrative support to Case Managers as well.

The position has a total spending authority limit of $1,000 per transaction. The incumbent is expected to be able to review and approve travel reimbursement, substance allowance, and pre-approved treatment (such as physiotherapies), medical aids, and medications,

The incumbent conducts preliminary investigations if there are any discrepancies and escalates to Case Managers or Nurse Advisor as needed.

RESPONSIBILITIES

1. **Provides support function related to medical referrals.**
   - Ensures medical files are organized and in working order.
   - Identifies core medical information and prepares client file medical summaries for internal medical advisors and external healthcare providers.
   - Drafts internal and external medical referrals containing medical relevant information and questions.
   - Sends, tracks, and follows up on referrals.
   - Identifies the most appropriate healthcare providers based on the nature of the referrals, the worker's demographic information, and any other factors.
   - Maintains and updates a master list of Canada-wide healthcare providers and fosters collaborative working relationships.
   - Arrange assessments, consults, and treatment programs, and provide clear communication with the worker about the schedule information.
   - Arranges travel and accommodation for workers required to travel outside of their communities for medical appointments.
   - Review and approve transactions related to travel reimbursement, subsistence allowance, and pre-approved treatment, medical aids and medications under $1,000 per transaction.
   - Provides the first point of contact for the workers and health care providers to resolve concerns related to appointments, travel arranges and reimbursement request, and to escalate complex issues to Case Manager or Nurse Advisor as needed.
   - Requests and receives medical information from workers, workers' treating physicians and WSCC-sponsored healthcare providers.

2. **Provides support function to industrial disease claims entitlement.**
   - Ensures the files of industrial disease claims are organized and in order.
   - Prepares industrial disease claim files to be transferred with all pertinent information in order, if a file is required to be transferred to a Case Manager.
   - Requests information required for entitlement decision making (i.e. medical reports, employer information, pre-existing medical information etc.).
   - Codes medical invoices related to industrial disease claims in the electronic file management system (CAAPS and Reqlogic); authorizes payments below $1,000.
   - Supports the Nurse Advisor's caseload by being the first point of contact for stakeholder (workers and their families, employers, health professionals, union representatives, worker / employer advocates and other interested parties), and covers basic questions from stakeholders when Nurse Advisor is not available.
   - Establishing and maintaining contact with stakeholders to review the claim progress, resolve areas and ensure the on-going claim administration.

3. **Other related duties.**
   - Administrative duties within the Case Management and Medical NU unit as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Volume and pace of job tasks and workload is variable and unpredictable.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office administrative processes.
- Knowledge of and/or the ability to acquire and apply knowledge of the health care system and health care service providers, including scope and access to service.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Active listening and interpersonal skills
- Computer skills, including word processing, spreadsheets, and Adobe Acrobat.
- Skills relating to file and record management.
- Ability to work with a multi-disciplinary team and prioritize tasks effectively.
- Planning, organization, time management skills and the ability to work independently.
- Customer service orientation and the ability to listen and respond positively in all worker situations.
- Attention to detail and the ability to double check the accuracy of information and work product.
- Ability to manage workload in a fast-paced setting.
- Intermediate research skills.
- Ability to negotiate and to exercise tact and diplomacy in dealing with sensitive and confidential issues.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Grade Twelve (High School Diploma) plus two (2) years of administrative experiences in office administration, health care, social services, or customer services field.

Equivalent combinations of education and experience will be considered.

Position Security

☐ 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

Indigenous language: Select language

☐ Required
☒ Preferred