

The Executive Assistant position is located in Yellowknife, reports to the Workers' Advisor, and works under, and receives authority from Sections 107 to 111 inclusive of the *Workers' Compensation Acts* of both Territories. This position is responsible for providing administrative support to the WA, and the administration of the review process.

As the first point of contact for claimants from the Northwest Territories and Nunavut, legal and medical professionals, the Workers Advisor and other advocates, and acts as a liaison between interested parties. The incumbent is responsible for assisting the WA in matters relating to case management. The EA has the primary responsibility for managing, directing, controlling and monitoring the day to day operations of the WA office, a stand-alone office that is physically and administratively separate from the WSCC.

In keeping with the Mission, Vision and Values of the WSCC, the EA exhibits a high degree of tact, diplomacy and cultural sensitivity when interacting with clients who are often upset, having already received an unsatisfactory decision from the WSCC.

This position works within a legislative and policy framework, and carries out its responsibilities in accordance with the *Acts*, Workers' Compensation General Regulations (Regulations), policies and procedures. The EA identifies the proper policies, procedures and sections of the *Acts* and Regulations to ensure correct application by the WA.

The EA assists in the development and the management of the overall budget of the WA Office.

The EA maintains ongoing communications with WSCC staff, Ministers offices and claimants.

RESPONSIBILITIES

1. Manages the Workers Advisor Office operations.

- Oversees the day to day activities and work flow of the WA and office.
- Identifies WA practices and procedures that require resolution or improvement.
- Manages contact with the NWT & Nunavut Ministers Responsible for the Workers' Safety and Compensation Commission on behalf of the WA.
- Prepares briefing notes, letters and responses to the WSCC and claimants.
- Prepares and maintains a yearly budget for the WA; reviews expenses/costs; verifies monthly variance reports to ensure information, projects needs and expenditures.
- Participates in the orientation of new Workers' Advisors.
- Authorizes expenditures to a maximum of \$500.00.
- Prepares statistical reports/provides information and responses using the WA Tracking System and other sources, for the WA and the Workers' Safety and Compensation Commission's Governance Council & staff, other Workers' Compensation Boards/Appeals Commissions and other external parties as required.
- Assists the WA with the development of the monthly and Annual Report.

- May assist in hearings between the claimant, Review Committee and Appeals Tribunal.
- Investigates and responds to complaints received from external parties about “service issues”, specifically with respect to the preparation and scheduling processes and decisions consequences.
- Identifies and analyzes issues and trends, and proposes programs to address matters vital to the success of the WA Office, as well as reports on activities/requirements.
- Ensures that the appropriate level of customer service is provided to the appellants and other internal and external contacts/stakeholders.

2. Coordinates the Claimant Process.

- Expedites timely writing of case summaries and scheduling of meetings.
- Formats, edits, and revises letters and correspondence for the WA.
- Distributes correspondence to the claimant or their representative, and the responsible Manager, Claimant or Employer Services.
- Maintains a Bring Forward system to ensure timely administration of the WA office.
- Ensures the WA service standards are maintained.
- Maintains confidentiality throughout the entire process.

3. Acts as liaison between the different Committees, appellants, representatives and other interested parties.

- Meets and corresponds with appellants, or their legal representative(s) to discuss issues under appeal, and provide information and clarification on the WA process, WSCC’s policies and procedures.
- Researches and responds to inquiries.
- Informs all claimants of the status of their review and briefs them regarding their rights and responsibilities regarding confidential materials as per the *Access to Information and Protection of Privacy Acts (ATIPP)*.

4. Coordinates and monitors the Workers’ Advisor Office day to day operations.

- Administers the day to day activities and scheduling of meetings.
- Assists the WA by identifying any practices and procedures that require clarification or amendment.
- Prepares quarterly and annual statistical reports, claimant information and responses.
- Takes minutes either electronically or hand written and to transcribe meeting minutes as required.
- Reviews the WA written documents for grammatical, punctuation, and spelling errors and confirms references to polices and legislation are correct.
- Prepares background information for WA papers, statistical reports and Ministerial briefing notes, as required
- Receives visitors to the WA office and provides general information and directs inquiries to appropriate WSCC employees outside the WA office as required.
- Arranges for parcel pick-up by local couriers.
- Maintains a log for incoming and outgoing mail and parcels.
- Processes WA account payments.
- Receives incoming telephone calls on the WA switchboard system.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual conditions

Sensory Demands

No unusual demands

Mental Demands

Claimants and Employers contacting the Workers Advisor are often unhappy with a decision made by the Operating Division. 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, aggressive and utter threats.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough understanding of applicable *Acts* and Policies, with a demonstrated ability to interpret and apply legislation, policies and procedures
- Demonstrated decision-making, problem solving, and analytical skills to assist with the decision-making process
- Strong research, problem solving, analysis, planning coordination, monitoring, and assessment skills
- Excellent investigative, research and writing skills
- Familiarity with legal and medical terminology, administrative practices and duties
- Proven organization skills and ability to coordinate files containing large amounts of important and highly confidential information
- Ability to maintain confidentiality
- Ability to deal with unhappy clients with tact and diplomacy
- Excellent communication skills, both oral and written
- Excellent administrative, organizational and time management skills
- Excellent command of the English language and excellent proofreading ability
- Ability to take minutes either electronically or hand written
- Flexibility and the ability to manage multiple tasks
- Proven ability to work on own initiative and under minimal supervision; self-motivated
- Solid computer knowledge in common applications such as Word, Excel and presentation software
- Possesses strong ethics
- Knowledge of budget, and financial procedures

Typically, the above qualifications would be attained by:

A two-year diploma in a related field, combined with two years of related experience.

Assets:

- Medical and legal terminology course work and knowledge
- Knowledge of the WSCC and its legislation and policies
- Certificate in Foundations of Administrative Justice

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: Executive Assistant, Workers' Advisor Office

Position Number(s): 97-9947

Employee Signature

Printed Name

Date

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

Workers' Advisor

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: _____