

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Case Aide	
Position Number(s)	Community(s)	Division/Region(s)
97-9951; 97-9971	Iqaluit, NU	WSCC NU

PURPOSE OF THE POSITION

The Case Aide provides support in higher level administrative work for the case management team. The Case Aide will provide the essential support to enable case management staff to prioritize their workload and focus on the primary function of adjudicating claims, returning injured workers to employment and reducing claims costs.

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 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.

Reporting to the Supervisor, Case Management, and located in Iqaluit, the Case Aide is a front-line worker and a member of the WSCC's Case Management and Pensions unit. The Case Aide provides support functions to case management, which includes closing files, confirming invoices, reviewing files for disclosure, requesting information required for decision making, filing, pension transfers, creating payments, medical summaries, and records management. The work completed by the Case Aide assists the Claims and Review Committee staff in the decision process mandate under the *Workers' Compensation Acts*. Ensuring complete and accurate information is integral and essential for the decision processes of claims entitlement, medical aid and rehabilitation of injured workers.

Effective communication between the Case Aide and Case Management staff contributes to the recovery and rehabilitation of injured workers. Ineffective communication could result in process delays including adjudication, medical aid provision and rehabilitation services.

RESPONSIBILITIES

1. Provides support function to case management.

- Reviews files when transferred to Case Management to ensure all pertinent information is in order.
- Ensure files are organized and in working order prior to closing.
- Prepares files to be transferred to Pensions.
- Requests information required for decision making (i.e. medical reports, employer information, pre-existing medical information etc.).
- Writes and sends initial letters to workers and employers on acceptance of a claim into adjudication and case management.
- Writes and sends closing letters to workers and employers on the closure of a claim and assists with the closure of files.
- Creating payments in the electronic file management system (CAAPS) for the Case Manager to review and authorize.
- Completes file review summaries, including medical.
- Prepares medical invoices, including coding and matching to appropriate reports, and forward to Case Managers for approval

2. Provides administrative support to Adjudication, Case Management and Pensions Staff.

- Reviews disclosures for accuracy, according to procedure.
- Assist with travel arrangements for claimant travel, including accommodations.
- Copies files for review, disclosure and/or uploading for file transfers between Yellowknife and Iqaluit.

3. Other related duties.

- Filing
- Supports case management in the booking and reconciliation of claimant travel.
- Responds to claimant inquiries and forwards to Case Mangers for follow up.
- Administrative duties as required

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

Considerable amounts of time reading and communicating (verbal and written).

Mental Demands

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

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work with a multi-disciplinary team and prioritize tasks effectively.
- Strong analytical and organizational skills.
- Willingness to learn from supervisors, mentors, peers is critical to the incumbent’s success.
- Strong customer service focused skills
- Excellent attention to detail
- Ability to multi task and work in a fast paced setting
- Basic research skills
- Experience working in a health care, claims/insurance or social services setting
- Experience working with a variety of filing systems
- General knowledge of office administrative processes
- Computer literacy and the ability to learn and apply data base systems are essential.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Excellent written and verbal communication skills.
- Excellent organizational and interpersonal skills combined with the ability to function independently and as part of a team.

Typically, the above qualifications would be attained by:

A Certificate in Social or Human Science, with one year of administrative experience, preferably in human or social service setting.

Knowledge of claims processing is an asset.

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: Case Aide

Position Number(s): 97-9951; 97-9971

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Manager</p> <p>_____ Senior Manager</p> <p>_____ President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p> <p>_____ Date</p>
<p>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.</p>	

Reviewed by Human Resources: _____