IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Case Manager	
Position Number	Community	Division/Region
97-9862; 97-9863; 97- 9876; 97-9928; 97-9968; 97-9969; 97-9970; 97-9989	Iqaluit, NU	WSCC NU

PURPOSE OF THE POSITION

The Case Manager is responsible for ongoing entitlement, adjudication decisions, and vocational rehabilitation for all complex and long-term claims. The Case Manager assesses the impact of the injury on the client's life, develops, and facilitates the best course of action for medical treatment and vocational plan to assist the worker to return to gainful employment.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a crown corporation of the Government of the Northwest Territories and Government of Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife, Northwest Territories with a regional office in Iqaluit, Nunavut.

The WSCC promotes safe workplaces 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 discrimination, where people feel safe when receiving services. This can be achieved through respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The Case Manager reports to the Supervisor, Case Management, in Iqaluit; and handles complex and long-term claims in a timely, accurate, and efficient manner. Workers with injuries where the recovery extends beyond six weeks are at the highest risk of being unable to return to work. Effective

Management of these claims lessens this risk, ensures a more satisfactory outcome for the worker and is less costly to the commission.

The Case Manager assess the impact of the injury on the client's life, develops, and facilitates a vocational plan to assist the worker to return to gainful employment. This often requires the management of professional rehabilitation service providers. This position also recommends referrals to Pension Specialists when determined that the worker has a permanent impairment.

The average caseload for this position is up to 50-60 on-going claim files. Due to the large geographical area the WSCC covers, awareness of multi-cultural issues is a mandatory requirement for the job and can entail the use of translators in all official languages.

Because of the unique circumstances in each workers' case, the incumbent uses sound judgement and extensive knowledge of available programs and services to determine the best course for medical treatment and rehabilitation of the worker. Medical and Vocational Rehabilitation of an injured worker can be very costly, and the decisions made by the Case Manager can lessen the cost to the Commission and shorten the time that the worker is away from employment.

The Case Manager has a total spending authority of \$475,00 per claim. Single transactions range from \$1 to \$25,000 per transaction. These include disability benefits, medical aid and rehabilitation costs.

RESPONSIBILITIES

- 1. Adjudicates, manages, and expedites complex and time-loss major claims (those claims in excess of 6 weeks in duration).
 - Reviews and confirms initial entitlement decisions.
 - Determines ongoing eligibility for compensation benefits to injured workers by evaluating all the
 evidence (medical, employer, witness and worker statements, etc.) in light of the Workers'
 Compensation Acts (Nunavut and Northwest Territories) and WSCC Policies and communicates
 decisions based on analysis of information.
 - Determines on-going entitlement, eligibility, and suitability of medical services delivered by health professionals to ensure the appropriate course of action is taken to return the worker to the workforce. These decisions are based on past practice, the disability duration guidelines and consultation with medical professionals.
 - 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 and expedite an early and safe return to work.
 - Is accountable for ensuring that all payments made on the claim are appropriate and justification is available on file.
 - Is accountable for claims that surpass their expected recovery guidelines timeframe.



- 2. Assess the employment, social, economic and emotional impacts of the accident on the workers' life to determine vocational rehabilitation entitlements with respect to legislation, policy and procedure.
 - Consults with the WSCC Medical Advisors and Return to Work Specialist.
 - Interviews workers, employers and health care professionals.
 - Determines the eligibility for vocational rehabilitation.
 - Coordinates case conferences

3. Develops a vocational plan with the worker and employer to facilitate a safe and timely return to work

- Authorizes evaluation of services for vocational and functional assessments or work capacity evaluations.
- Evaluates testing results and coaches the worker to develop an attainable rehabilitation goal.

4. Manages the rehabilitation process

- Arranges and maintains professional services such as pain management intervention, financial counselling, psychological counselling, etc.
- Develops job placement plans in conjunction with incident employers, potential employers and trade unions.
- Monitors approved vocational rehabilitation programs.
- Approves and arranges special needs interventions (such as home or work site modification).
- Assesses needs and facilitates interventions and referrals such as HRDC (Human Resources Development Canada), Counselling, etc.
- Manages the consultative process with health care professionals, rehabilitation specialists (EI. Evaluation services)

5. Administration

- Ensures quality assurance measures, key performance indicators, and service standards are met.
- Establishes and maintains a computer and hard copy file on each claim.
- Prepares and communicates written correspondence, I.E., claim disposition letters.
- Initiates and authorizes payments.
- Documents actions taken on claim files (conversations, summaries, and notes to file).

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

- Research, analytical and evaluation skills, ability to probe, gather/draw out required information, investigative and interviewing skills
- Demonstrated decision making abilities, that are ethical, sound and equitable
- Excellent adjudication skills
- Experience working with and developing vocational and rehabilitation plans
- Communication skills
 - o Ability to motivate injured workers to assist with improved quality of life
 - Attentive listening
 - Tact and diplomacy
 - Conflict Resolution
 - Verbal and Written Communication (emails, documentation and letter writing)
- Demonstrated problem solving skills
- Customer service Aptitude
- Mathematical/financial skills
- Proven ability to work both independently and in a team environment with the ability to train others
- Excellent time management skills with changing deadlines and changing priorities, and adaptable to competing priorities
- Excellent computer skills
- Flexible and innovative, with the ability to establish and promote effective relationships between individuals or groups to resolve issues affecting claimants
- Interpersonal skills to facilitate active participation as part of a cross-functional team



- Ability to function within a multi-cultural environment; and
- 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:

A bachelor's degree in social sciences, with four (4) years of case management experience working with clients in a related environment.

Equivalent combinations of education and experience will be considered.

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
Indigenous language: Inuktitut
□ Required⋈ Preferred



CERTIFICATION

Title: Case Manager, NU

Position Number: 97-9862; 97-9863; 97-9876; 97-9928; 97-9968; 97-9969; 97-9970; 97-9988

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date I certify that I have read and under responsibilities assigned to this pos	55
	responsibilities outlined herein within the context of the ched 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.