



**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	WSSC 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 (WSSCC) 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 WSSCC headquarters operations are located in Yellowknife, Northwest Territories with a regional office in Iqaluit, Nunavut.

The WSSCC 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 WSSCC 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



- 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
  - 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>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
Deputy Head/Delegate Signature	
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.**