

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
97-9863	Case Manager	
<i>Division (e.g. Corporate Services)</i>	<i>Department (e.g. Human Resources)</i>	<i>Location</i>
Nunavut Operations	Claims Services	Iqaluit

PURPOSE OF THE POSITION

(Main reason why the position exists, in what context and what is the overall end result.)

Worker's Compensation exists to provide a no-fault system of compensation for workers injured in the course of their employment. The Claims Services division provides entitlement, adjudication and on-going case management of injured workers claims.

The Case Manager has absolute authority for ongoing entitlement adjudication decisions and vocational rehabilitation for all complex and long term claims. The Case Manager must assess the impact of the injury on the claimants' life and develop and facilitate a vocational plan to assist the worker in returning to gainful employment. This often requires the management of professional rehabilitation service providers. The Case Manager also recommends referrals to the Pensions Specialist/Pensions Case Manager when s/he has determined that the worker has been left with a permanent disability.

SCOPE

(Describe in what way the position contributes to and impacts on the organization.)

Located in Iqaluit, and reporting to the Manager, Claims Services, the Case Manager must ensure that complex and long term claims are being handled in a timely, accurate and efficient manner. The incumbent must make the correct decisions and communicate with the worker on a claim, in order to lessen the impact of the injury on the claimant's life, and return the worker to meaningful employment. Workers with injuries where the recovery extends beyond eight 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 Board. Unjust decisions could cause hardship to the injured worker and embarrassment to the WCB.

The average caseload for this position is up to 75 on-going claim files. Due to the large geographical area this Board covers, awareness of cross-cultural issues is a mandatory requirement for the job and often entails use of translators in all official languages. Periodic travel to the communities is required.

Because of the unique circumstances in each worker's case the incumbent uses sound judgement and extensive knowledge of programs and services available to determine the best course for rehabilitation of the worker. Rehabilitation of injured workers can be very costly and the decisions made by the case manager can lessen the cost to the Board and shorten the time that the worker is away from employment.

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

RESPONSIBILITIES

(Describe major responsibilities and target accomplishments expected of the position. Describe the typical problems encountered in carrying out the responsibilities. For management positions, indicate the subordinate position(s) through which responsibilities are accomplished.)

1. Adjudicates, manages and expedites complex and time-loss major claims (in excess of 6 weeks in duration):
 - Reviews and confirms initial entitlement decision.
 - Determines ongoing eligibility for benefits to injured workers by evaluating all the evidence (medical, WCB Act, employer and worker statements etc.) and communicates judgement based on analysis of information.
 - Determines on-going entitlement eligibility and appropriateness of medical services rendered by health professionals to ensure the "best" course of action is taken to return the worker to the workforce. These decisions are based on past practise, the disability duration guidelines, consultation with medical professionals or the WCB Medical Advisor. The Case Manager may decide not to authorise a course of treatment such as a proposed surgery.
 - 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.
 - Builds inter-professional teams to manage injured workers' claims as required. The team may include external health professionals, workers' representatives, WCB employees etc. The Case Manager assumes a co-ordinating role to manage such a team.
2. Assesses the employment, social, economic and emotional impact of the accident on the worker's life to determine vocational rehabilitation entitlement.
 - Consults with the Medical Advisor.
 - Interviews workers, employers and health care professionals.

- Determines the eligibility for vocational rehabilitation.
3. Develops a realistic vocational plan with the worker to facilitate a safe and timely return to work.
- Authorise evaluation 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 retains professional services such as, pain management intervention, financial counselling, psychological counselling, etc.
 - Develops job placement plans in conjunction with accident employers, potential employers and trade unions.
 - Monitors approved vocational rehabilitation programs.
 - Conducts work site visitations.
 - 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, rehab specialists (i.e. evaluation services).
5. Administration:
- Establishes and maintains a computer and hard copy file on each claim.
 - Prepares & communicates written correspondence, i.e. claim disposition letters.
 - Initiates and authorises payments.
 - Documents actions taken on claim files (conversations, summaries, and notes to file).

KNOWLEDGE, SKILLS AND ABILITIES

(Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.)

- Leadership skills
- Research skills, e.g. legal precedents, other jurisdictions, manuals and medical journals etc. to reach decisions.
- Communication:
 - Motivating injured workers to improve quality of life.
 - Attentive listening.
 - Tact and diplomacy.
 - Conflict resolution.
 - Questioning skills.
 - Interviewing skills.
- Problem solving skills.
- Mathematical/Financial skills- i.e. computation, problem solving, working with formulas.
- Analytical skills.
- Evaluation skills.
- Investigative skills.
- Adjudication skills.
- Decision making abilities.
- Ability to train others.
- Ability to function as part of a team.
- Must be flexible and innovative, particularly in planning a course of action given the discretion under the Act.
- Interpersonal skills that facilitate active participation as part of a cross-functional team.

These skills would normally be acquired through:

- Considerable experience in working with people.
- Several years experience applying skills and abilities noted above in a business environment.
- Degree or diploma in health or social sciences.
- Extensive experience in facilitating people and program needs to achieve mutually acceptable results i.e. injured workers and issues surrounding their claims.
- A counselling background.
- Comprehensive knowledge of WCB philosophy and operations.

WORKING CONDITIONS

*(List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. **Express frequency and duration of occurrence** of physical demands, environmental conditions, demands on one's senses and mental demands.)*

Physical Demands

(Indicate the nature of physical effort leading to physical fatigue.)

As typically associated with an office environment.

Environmental Conditions

(Indicate the nature of adverse environmental conditions to which the incumbent is exposed.)

As typically associated with an office environment.

Sensory Demands

(Indicate the nature of demands on the incumbent's senses to make judgements through touch, smell, sight and hearing and judge speed and accuracy.)

No unusual demands.

Mental Demands

(Indicate conditions that may lead to mental or emotional fatigue. See User Guide for examples.)

Dealing with claimants who may be angry and anxious due to injuries can create stress. Occasionally claimants will be verbally and physically abusive, creating a threat to the case manager in the work environment and possibly in the community. Unpredictable case loads and the pressures of many claimants needs and demands can cause stress.

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CERTIFICATION

<p>_____ Printed Name</p> <p>_____ Employee Signature</p> <p>_____ Date</p> <p>I acknowledge that this job description is an accurate description of the responsibilities of the position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ President Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.