

Our priority is the health and wellness of employees and the people of Ontario. As such, this position may involve working from home for part of the duration of this position. The

WSIB model mixes working from home, office and field.

About the Workplace Safety and Insurance Board (WSIB)

We're here to help. When an injury or illness happens on the job, we move quickly to provide wage-loss benefits, medical coverage and support to help people get back to work. Funded by businesses, we also provide no-fault collective liability insurance and access to industry-specific health and safety information. We are one of the largest insurance organizations in North America covering over five million people in more than 300,000 workplaces across Ontario. For more information, visit wsib.ca.

At the WSIB, you'll have the opportunity to:

- explore many career paths and follow your passion
- continuously learn and grow professionally
- be recognized for the great work you do
- participate in programs that support your health and wellbeing

You'll also receive a competitive salary, along with a comprehensive benefit package and defined benefit pension plan.

The WSIB is recruiting for current and future unilingual and bilingual opportunities in the following locations: Guelph, Hamilton, Kingston, Kitchener, London, North Bay, Ottawa, Windsor, Sault Ste. Marie, St. Catharines, Sudbury, Thunder Bay, Toronto, Timmins & Windsor

Starting Salary: \$86,640.55

Job Summary:

Responsible for the overall management of claims through development, implementation, and monitoring comprehensive and integrated case management plans for all case activities.

Case Managers will be assigned either Pre 1990 cases or the early phase of the case lifecycle or the later phase of the case lifecycle. Case Managers follow a structured case management framework, to enable them to achieve high quality outcomes and success with case planning and implementation.

Major Duties & Responsibilities

1. Develop, implement, and monitor comprehensive and integrated case management plans for all activity in the case required to achieve recovery, community integration, and where possible, return to work (RTW) by:
 - Collecting information to progress the case; assessing and positioning each case along its appropriate recovery path; setting goals and making decisions based on legislation, policy, and best practices;
 - Planning activities in collaboration with workplace parties and team members; participating in case conferences with the service delivery team and management; coordinating and taking action on planned activities; reviewing and monitoring new information as received; closing plan

activities when active case management is no longer required; following up and evaluating close cases to ensure case management plan continues to be effective;

2. Provide targeted activities focused on identifying RTW factors, removing obstacles, and leveraging opportunities to facilitate a safe return to suitable work by:
 - Co-ordinating and facilitating RTW cooperation between the workplace parties;
 - Arranging, assessing, and adjusting the delivery of work reintegration services where needed;
 - Promoting prevention, disability management, RTW, and related programs to workplace parties; sharing best practices; connecting workplace parties with expert resources when they would benefit from increased capability to prevent and/or manage injuries and illness;
 - Keeping clients and employers informed of the status and progress of the case, ensuring they are fully engaged in removing barriers to, and planning RTW.
3. Identify and co-ordinate intervention by internal and external specialty resources and ensure timely and appropriate completion of these interventions and services by:
 - Referring requests for health care entitlement to the Nurse Consultant and liaising as required;
 - Referring requests for equipment, personal care allowance, home/vehicle modifications, and hobbies to the Occupational Therapist and liaising as required;
 - Referring requests for major home modifications to the Independent Living Consultant and liaising as required.
4. Make entitlement decisions based upon legislation, policy, and best practices and communicate these decisions verbally and in writing to applicable parties by:
 - Providing education on WSIB benefits, policies, and processes while informing parties of their rights and obligations under the Act, and of the consequences of non-compliance;
 - Responding to worker's and employer's request for clarification and/or reconsideration;
 - Monitoring employer and worker compliance;
 - Determining if a breach of obligations has occurred, levying penalties and fines and adjusting benefits as appropriate; referring to and /or working collaboratively with Regulatory Services for appropriate action, when required.
5. Attempt to prevent or resolve disputes. Handle requests for reconsideration and, if appealed, arrange access and process the objection.
6. Under the guidance of the Manager, Program Quality, when temporarily assigned, utilize knowledge of the case management framework and understanding of the application of WSIB policies and WSIB Acts to conduct case and telephone quality reviews.
7. Perform other related duties as assigned or required

Job Requirements

Education

- University completion at undergraduate level.

Experience

- Three years prior experience in Adjudication or Case Management and Customer Service.
- Adjudication is a process of decision making, gathering and weighing information against guidelines, policy and laws to arrive at an objective outcomes.
- Case management is a process of assessment, planning, facilitation, and advocacy for options and services to meet an individual's needs to promote optimal outcomes. Key activities include: collecting information, making decisions, coordination and actioning activities; reviewing, monitoring, guiding and directing cases towards resolution.

As a precondition of employment, the WSIB will require a prospective candidate to undergo a criminal records name check prior to or at any time following hire.

To apply for this position, please submit your application on the WSIB Careers Site - <https://www.wsib.ca/en/careers> - by January 8, 2021

We appreciate the interest of all candidates. Due to the volumes of applications we receive, we are only able to contact candidates that are selected to move forward in the recruitment process.

The WSIB is an equal opportunity employer.

The WSIB is an equal opportunity employer and provides accommodation for job applicants in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you are an individual with a disability and you need accommodation in order to apply for this position, please contact talentacquisitioncentre@wsib.on.ca. If you are invited to participate in the assessment process, please provide your accommodation needs at that time. Please be advised that you may be required to provide medical documentation to the WSIB's Corporate Health Department so that appropriate accommodation can be provided to you throughout the recruitment process. Employees of the WSIB have important ethical responsibilities, including the obligation to place the public interest above personal interests. Job applicants are therefore required to disclose any circumstance that could result in a real, potential or perceived conflict of interest. These may include: political activity, directorship or other outside employment and certain personal relationships (e.g. with existing WSIB employees, clients and/or stakeholders). Please contact TAC if you have any questions about conflict of interest obligations and/ or how to make a disclosure.

Privacy Statement

Personal information will be collected from your resume, application, cover letter and references under the authority of the Workplace Safety and Insurance Act, 1997 and will be used by the Talent Acquisition Centre and WSIB hiring parties to assess/validate your qualifications and/or determine if you meet the requirements of vacant positions and/or gather information relevant for recruitment purposes. If you have questions or concerns regarding the collection and use of your personal information, contact the WSIB Privacy Office, 200 Front Street West,

Toronto, ON, M5V 3J1 or 416-344-5323 or 1-800-387-0750 extension 5323. Be advised that information related to application status will not be provided.