



JOB POSTING DETAILS

Employer	Workplace Safety and Insurance Board (WSIB)	Job Type	RI
Job Title	Case Manager	Duration	Full Time
ES Job ID	13730	Location	Sault Ste. Marie
Date Posted	January 5, 2023	Closing Date	April 3, 2023

Job Overview - Description & Duties

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.

Bilingual designated roles- You may be eligible to receive a language bonus payment.

Position Title: Case Manager (HYBRID)

Starting salary: \$88,032.00

We anticipate permanent opportunities in the following office locations:

- Guelph - Bilingual
- Guelph - Unilingual
- Hamilton - Bilingual
- Hamilton - Unilingual
- Kingston - Bilingual
- Kingston - Unilingual
- Kitchener - Bilingual
- Kitchener - Unilingual
- London - Bilingual
- London - Unilingual
- North Bay - Bilingual

- North Bay - Unilingual
- Ottawa - Bilingual
- Ottawa - Unilingual
- Sault Ste. Marie - Bilingual
- Sault Ste. Marie - Unilingual
- St. Catharines - Unilingual
- St. Catharines - Bilingual
- Sudbury - Bilingual
- Sudbury - Unilingual
- Thunder Bay - Bilingual
- Thunder Bay - Unilingual
- Timmins - Bilingual
- Timmins - Unilingual
- Toronto - Bilingual
- Toronto - Unilingual
- Windsor - Bilingual
- Windsor - Unilingual

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;

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

Required Skills

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 outcome

* 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.

Other Requirements

Our commitment to equity, diversity and inclusion We respect and value the diversity of our people. We strive to create an environment where employees can be themselves and where our differences are celebrated.

The WSIB is committed to being accessible and inclusive, and following barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please let us know when we contact you and we will work with you to meet your needs.

Disclosing conflicts of interest As public servants, employees at the WSIB have a responsibility to act in an ethical way at all times to create a respectful workplace and maintain public trust. Job applicants are required to disclose any circumstance that could result in a real, potential or perceived conflict of interest. A conflict of interest is any situation where your private interests may impair or be perceived to impair the decisions you make in your official capacity. This may include: political activity, directorship, other outside employment and certain personal relationships (e.g. with current WSIB employees, customers and/or stakeholders). If you have any questions about conflict of interest obligations and/or how to make a disclosure, please contact the Talent Acquisition Centre at talentacquisitioncentre@wsib.on.ca.

Privacy information

We collect personal information from your resume, application, cover letter and references under the authority of the Workplace Safety and Insurance Act, 1997. The Talent Acquisition Centre and WSIB hiring parties will use this information to assess/validate your qualifications, 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, please contact the WSIB's Privacy Office at privacy_office@wsib.on.ca. The Privacy Office cannot provide information about the status of your application.

As a precondition of employment, the WSIB requires that prospective candidates undergo a criminal records name check any time before or after they are hired.

How to Apply

To apply for this position, please submit your application by the closing date on the WSIB career portal:
<https://www.wsib.ca/en/careers>