

WorkSafeBC

Case Manager

Reference: 036473

Duration: Permanent, Full Time

Number of Positions: 40

Location: Richmond, Kelowna, Nelson, Port Moody, Surrey, Terrace, Victoria, British Columbia

Are you interested in disability management, building recovery and return to work plans, and in being part of a team that helps people recover from workplace injuries, illness, or disease? Can you make complex decisions based on a thorough analysis of facts, evidence, and policies?

We're looking for client-focused people who can understand and communicate complicated information in a compassionate way to stakeholders with various needs. In this role, you'll leverage your passion for helping clients coupled with your ability to influence and make complex decisions to coordinate services and benefits and facilitate positive recovery and return to work outcomes.

Our case managers come from a variety of backgrounds: kinesiology, occupational therapy, nursing, social work, immigration, human resources, insurance, and finance.

If this sounds like you, we have opportunities available in our Kamloops, Kelowna, Nelson, Port Moody, Richmond, Surrey, Terrace, and Victoria locations. Apply now for positions scheduled to start with training classes in January and February 2022.

As a case manager with WorkSafeBC, you'll make a positive, tangible difference in the lives of workers injured in British Columbia. You'll work collaboratively with injured workers, employers, providers, and a team of professionals to resolve claims and develop recovery and return-to-work plans.

We're looking for people who can:

- Show care and compassion while building successful relationships and developing collaborative and effective recovery and return to work plans
- Lead by facilitating and influencing others to achieve a desired outcome that considers a worker's individual circumstance in applying policy and making decisions about entitlements and rehabilitation measures.
- Organize and prioritize a high-volume workload while dealing with changing and conflicting priorities and deadlines
- Gather, analyze, and evaluate sufficient critical information, apply guidelines and policies, and independently make appropriate decisions of a complex nature
- Manage a varied and complex caseload with input from your team members on medical, psychological, physical, and financial issues
- Actively listen and clearly explain detailed and complex information verbally and in writing
- Meet one of our current case managers to learn more about this job.

Your experience and educational background:

- An undergraduate (bachelor's) degree
- A minimum of three years of experience where you independently made decisions of a complex nature and communicated your decisions with clarity, persuasiveness, and compassion
- General knowledge of disability management and return to work principles
- Experience with complex decision making that includes decisions that require discretion, caution, and judgement – including analyzing facts and issues, integrating information from multiple perspectives, weighing evidence, applying acts, policies, procedures, and other resources to make appropriate decisions
- We'll consider equivalent combinations of education and experience.

To see if your resume meets the requirements for this position, please review our resume screening guidelines .

If you require an accommodation in the assessment process, please email Recruitment Testing Accommodation (SM) at the time you submit your application.

Who are we?

At WorkSafeBC, we're dedicated to promoting safe and healthy workplaces across British Columbia. We partner with workers and employers to save lives and prevent injury, disease, and disability. When work-related injuries and diseases occur, we provide compensation, and support injured workers in their recovery, rehabilitation, and safe return to work. We

also work diligently to sustain our workers compensation system for today and future generations. We're honoured to serve the 2.4 million workers and 245,000 registered employers in our province.

As part of our mandate, we have introduced an interim staff-vaccination policy intended to prevent the transmission of COVID-19 and protect the health and safety of our staff, our clients, and the public.

Effective November 1, 2021, WorkSafeBC will require all employees who interact in person with employers, workers, members of the public, or other WorkSafeBC staff to be fully vaccinated against COVID-19. In implementing the policy, WorkSafeBC will consider its obligations to accommodate those staff who are unable to be vaccinated.

We recognize that our ability to make a difference relies on building a team with a rich variety of skills, knowledge, backgrounds, abilities, and experiences, and which reflects the diversity of the people we serve. We are committed to fostering a welcoming, inclusive, and supportive work culture where everyone can contribute as their best, authentic self. We encourage all qualified applicants to apply.

What's it like to work at WorkSafeBC?

It's challenging, stimulating and hugely rewarding. Our positions offer tremendous diversity and excellent opportunities for professional growth. Every day, the work we do impacts people and changes lives. What we do is important and so are the people we do it for.

Our benefits

Being part of WorkSafeBC means being part of a strong, committed team. Along with an annual starting salary of \$80,0016 (and yearly increments up to \$100,989) your total compensation package includes vacation, optional leave arrangements, health care and dental benefits, and contributions toward your retirement pension. As a member of our team, you'll have access to services and benefits that can help you get the most out of work — and life. Learn more about what we offer.

If you're the successful applicant, we'll be making a conditional offer contingent upon you clearing a criminal record check under the Criminal Records Review Act. At the time of offer, you'll need to provide consent for a criminal record check. Once we receive clearance, we'll confirm your offer of employment.

This position is restricted to those legally entitled to work in Canada.

Thank you, in advance, for applying.

Please apply online at; <https://rita.illicohodes.com/go/61a41080b8a4743697b9fb29/5cbf2ff2ca3c1e0599d8f482/en>