

# Job Title: Advisor, Claims Management

**Requisition ID:** 2883

**Affiliation:** Exempt

**Position Type:** Permanent Full Time

**Number of Openings:** 1

**Bi-weekly Working Hours:** 70 hours bi-weekly

**Shift/Work Schedule:** Monday to Friday (subject to change)

**Department/ Branch:** People Services, Total Rewards

**Job Location:** Fort McMurray

**Salary:** Competitive Salary

**COLA:** Bi-Weekly - \$480

**Posted (dd/mm/yyyy):** 22/07/2024

**Closing Date (dd/mm/yyyy):** 06/08/2024

**Posting Type:** Internal and External

## GENERAL DESCRIPTION:

Working under minimal supervision, the Advisor, Claims Management is responsible for providing advice and recommendations on implementing and maintaining departmental disability prevention and management processes and programs. Interpreting and explaining legislations, department directives, processes and programs, this position provides assistance to employees and leadership requiring health services, disability management assistance, and healthy living information. Primary responsibilities of this position include:

**Program Development:** Assists the Supervisor, Health Programs with overall program service delivery with direct involvement in daily operations and overall administration. Supports the development, implementation, and delivery of the department's claims management processes, making recommendations on objectives and accountability frameworks, monitoring and reporting on the effectiveness of claims management processes, compliance with applicable legislation and policies, and providing recommendations for improvement to key stakeholders. Researches and assists with the development and implementation of departmental strategies, tools and administrative directives based on best practices for continuous improvement. Assists in the development and administration of occupational and non-occupational testing, vaccinations, and ergonomics. Develops and maintains wellness initiatives for work sites.

**Departmental Advice:** Acts as a departmental advisor to provide technical and functional guidance regarding policies, procedures, program implementation, and legislation to management and other staff. Participates in departmental and interdepartmental project teams and committees to acquire, analyze, share, and evaluate broad legislations, programs and initiatives, outcomes, and experiences. Facilitates and promotes early return to work and its benefits to employees and managers, advising them of their obligations, available resources, productivity, and financial costs, and other effects and outcomes of early return to work.

**Service Delivery:** Collects relevant case information through research and consultation with a range of contacts and subject matter experts (i.e. insurance carriers, health information specialists, Human Resources, Health and Safety, etc.), identifying issues that affect an employee's successful return to work. Coordinates occupational and non-occupational return to work and accommodation cases, using a proactive, collaborative and multidisciplinary approach to meet client and department needs, including conducting needs assessments, recommending action plans to managers on managing individual cases, prioritizing issues, and helping clients make proactive and informed decisions. Takes a lead role in the administration of disability management to ensure departments are meeting requirements, facilitating the resolution of issues in collaboration with all concerned parties.

## QUALIFICATIONS

## KNOWLEDGE, SKILLS AND ABILITIES:

- Understanding of relevant legislation (WCB and Human Rights) and how it impacts the Duty to Accommodate process.
- Ability to manage complex and contentious situations.
- Expert understanding of medical conditions, duration guidelines, and resulting work restrictions.
- Experience in occupational modifications to minimize the impact of absenteeism.
- Ability to establish and maintain effective working relationships with employees, leaders, and external contacts and interacts in a manner that builds trust, credibility, and rapport.
- Proven knowledge of disability management and ability to interpret legislation and regulations.
- Leadership and facilitation skills, with the ability to work with staff at all levels, motivate others, and influence behaviours.
- Strong written and verbal communication skills, and the ability to inform and advise others clearly.
- Problem-solving and negotiation skills.
- Must be a self-starter who is able to perform in fast-paced environment with minimal supervision and direction.
- Proficient in various software applications (Microsoft Word, Excel, and Outlook).
- A high level of professionalism as reflected by the ability to be discreet, keep all information and documentation strictly confidential, respectfully and sensitively resolves issues.

#### **EDUCATION AND EXPERIENCE:**

- Degree in Health Science, Human Resources, Business/Commerce, or a related discipline is required.
- Specialization in Disability Management is considered an asset.
- Certified Return to Work Coordinator (CRTW) is preferred.
- Five (5) years of experience in Human Resources or a health industry position, preferably within claims management, return to work, and WCB processes.
- Experience with disability claims management is required.
- Experience working in a public-sector environment with unionized and non-unionized employees is considered an asset.
- An equivalent combination of education and experience may be considered.

#### **SAFETY:**

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per section 2 of the Occupational Health and Safety Act, the incumbent shall ensure while in the employ of the Regional Municipality of Wood Buffalo the health and safety of employees, contractors and the public.

**To apply: Please visit our website at [jobs.rmwb.ca](http://jobs.rmwb.ca)  
 Current employees must apply through the internal careers site.  
 We appreciate the interest of all applicants; however, only those individuals  
 selected for interviews will be contacted. Late applications will not be accepted.**