

Workplace Safety and Insurance Board

Recognized as a best-in-class learning organization, we promote professional development and are committed to providing our people with opportunities to lead, learn and grow, ensuring that we're providing the best possible service to the people of Ontario. We offer a market-competitive total compensation plan and a robust wellness program that promotes a healthy lifestyle as well as work/life balance.

The work we do at the WSIB is meaningful and challenging, and it makes a difference to the people of Ontario. We value integrity, reliability and fairness, and we embrace the diversity of the people we work with and serve.

Eligibility Adjudicator, Service Delivery

The number of vacancies for this position has not been determined at this time. The current recruitment will be used to create a pool of qualified candidates to fill upcoming opportunities within the next eighteen months.

Recruiting for future opportunities (unilingual and bilingual) in the following locations:

*Toronto * Kitchener * Hamilton * London * Windsor
Ottawa (bilingual only) * Thunder Bay * Sudbury

The WSIB's Service Delivery Division is a key partner in the organization's strategic transformation initiatives with a focus providing better service to the employers and workers of Ontario. Eligibility Adjudicators, in many cases, may be the first point of contact for workplace parties and are required to create positive first impressions by contacting the workplace parties by telephone to acknowledge the injury. They also collect and document relevant information required to make an eligibility decision and communicate the decision by telephone and in writing in a timely and consistent fashion, enabling workers to achieve the best possible return to work and recovery outcomes. Eligibility Adjudicators make decisions regarding benefits and services in the areas of entitlement accepted as work-related.

We are looking for service-oriented, proactive, and results-oriented professionals to work in a fast-paced environment, to use a proactive case management approach to make and communicate eligibility decisions in a timely and consistent fashion. Providing basic information to workplace parties in recovery and return-to-work, address worker and employer needs by actively listening, collecting and providing relevant information, and helping the workplace parties understand their rights, responsibilities and obligations.



Privacy statement

Personal information about you will be collected from your resume, application and/or cover letter under the authority of the Freedom of Information and Protection of Privacy Act, and may be used to assess your qualifications for vacant positions at the WSIB. Information will only be disclosed to WSIB hiring parties and the Talent Acquisition Centre to determine if you meet the requirements of vacant positions. Please email careers@wsib.on.ca, if you wish to have your information removed from our database.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Inform parties of their rights, responsibilities and obligations under the WSI Act and applicable legislation, and the consequences of non-compliance.
- Proactively collect and document relevant information from workplace parties and healthcare providers required for eligibility decisions and respond to inquiries.
- Assess case and plan towards best outcomes. Make timely and accurate eligibility decisions and communicate them, verbally and in writing.
- Support workplace parties in their return to work (RTW) efforts by sharing any available information about the workers' capabilities and/or precautions.
- Ensure appropriate earnings information is on file in order to determine the appropriate duration and level of benefits.
- Review and monitor cases until closure or transition to a Case Manager, assessing RTW and recovery factors to differentiate cases requiring Case Manager expertise.
- Identify and refer cases to appropriate internal WSIB parties (Payment Specialist, Nurse Consultant, Account Specialist, Legal Services) to gain their expertise on various components of a claim when the need for appropriate intervention is recognized and follow up with them as required.
- Attempt to prevent or resolve disputes, handle requests for reconsideration and, if unresolved, arrange access and process the objection.
- Perform other related duties as assigned or required such as participation in the development and implementation of business plans and projects.

PROFESSIONAL REQUIREMENTS AND QUALIFICATIONS

- Bachelor's degree and 2+ years experience relevant adjudication and customer service experience within a fast-paced, high-volume environment involving negotiation and dispute-resolution.
- Demonstrated critical thinking, problem solving, decision-making, and analytical skills to assess complex information and render timely decisions with a strong sense of urgency.
- Superior writing skills to prepare complex written correspondence to workplace parties outlining claims decisions
- Strong communication and interpersonal skills with the ability to negotiate and work with workplace parties to gather information required for decision-making as well as communicate eligibility decisions.
- Results-driven approach and strong time management skills to effectively work under pressure in a high-volume environment
- Proficiency with Windows and MS Office programs

The WSIB offers a comprehensive training program for the Eligibility Adjudicator position, which involves 7 weeks of in-class training, followed by 10-12 weeks of practicum at your home office location. During the practicum, the direct Manager will work closely with the trainee and provide on-going developmental feedback in a learning environment. Attendance and completion of the full training program is a mandatory requirement and therefore we require full commitment and attendance during this period. As part of the practicum, your performance will be closely monitored and reviewed and you will be required to achieve the Eligibility Adjudicator Performance objectives set out as part of the training program.

Starting salary: \$64,955.02



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As a precondition of employment, the Workplace Safety & Insurance Board will require a prospective candidate to undergo a criminal record check prior to hire.

To apply for this position, please submit your resume and covering letter in a single MSWord or PDF document to careers@wsib.on.ca by July 18, 2014. In the subject line please indicate: Application Eligibility Adjudicator.

We appreciate the interest of all candidates, but only those selected for an interview will be contacted. The Workplace Safety & Insurance Board is an equal opportunity employer.



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