

TEMPORARY EMPLOYMENT OPPORTUNITY (12 months)

Health Services Portfolio Manager
Halifax Nova Scotia

About the Workers' Compensation Board of Nova Scotia

The Workers' Compensation Board of Nova Scotia (WCB) is the province's provider of workplace injury insurance. We inform and inspire Nova Scotians in the prevention of workplace injury. But if it occurs, we support those whose lives it touches by championing a timely return to safe and healthy work. We also provide caring, compassionate support in the wake of workplace tragedy. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused.



About the Role

Reporting to the Manager, Health Services, and working as part of the Health Services Team, the Health Services Portfolio Manager (HSPM) contributes to improving WCB Nova Scotia's health services delivery and outcomes. The HSPM is responsible for the timely development, oversight, and measurement within a portfolio of health services programs, projects and initiatives designed to provide improvements in health and return to work outcomes. This role provides total program lifecycle management to support client success to advance the goals of the department and the organization.

Working within an assigned portfolio, the HSPM is responsible for managing a portfolio of programs within Health Services and service provider performance. Supported by evidence and best practice the HSPM leads the development, implementation, management, oversight, support, and measurement of program offerings based on their subject matter expertise, advice and guidance related to the total program lifecycle. The role is also responsible for the coordination of output workflow to other teams supporting the services of the department.

The HSPM is responsible for liaising with health service providers, health care advisors, medical practitioners and the Manager, Health Services to ensure effective implementation and day-to-day issue resolution of new and existing health services and programs. This role provides regular communication with service provider groups and the healthcare community on new developments and issue resolution as required. This role also responds to escalated inquiries that the Health Services Program Assistant triages that require problem and issue resolution from internal and external parties, physicians, and other service providers. This role will also need to assess, problem solve and escalate issues as appropriate to the Manager, Health Services and/or the Management Team Members.

Your Experience & Skills

- A university degree in Health, Sciences, Business Administration, or a related field.
- A minimum of 4 years' experience in program management, project management and/or an insurance or health management environment with a focus on analyzing and enhancing service delivery excellence.
- Experience working with diverse groups including the ability to address potentially adversarial situations in a non-confrontational way and the ability to manage conflict and reach consensus and resolution on identified issues is a requirement of this role.

We offer a competitive compensation package ranging from \$69,709 - \$87,131.

Application Details

Please email your resume and cover letter as one document with your name and the job title in the document title (Microsoft Word format) to hrdept@wcb.ns.ca **by 4 pm on March 8, 2024**. In the subject line of your email, please quote competition number: **JV 17-24 EXT Health Services Portfolio Manager**.

We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews (virtual or in-person). Please note: WCB is required to check all employment references before presenting an offer to the successful candidate.

Diverse & Inclusive Workplace

The WCB Nova Scotia is an equal opportunity employer, committed to an inclusive workplace culture and an accessible work environment where diversity thrives.

The WCB Nova Scotia is the province's provider of workplace injury insurance. Our people are safety champions with a caring, compassionate and can-do-attitude. At the WCB Nova Scotia, every employee is an important contributor to our organization's corporate goals. We strive to advance our inclusive workplace culture by weaving the social, cultural, visible, and invisible differences of our employees into our way of work. We also take inspiration from the diverse communities we serve across Nova Scotia.

We have adopted a foundational Inclusive Workplace Policy that strives to build upon our core values of safety, care, and compassion. We stay in practice to increase our cultural competency and strengthen our relationships with community.

The WCB Nova Scotia is committed to an inclusive recruitment process and workplace that is accessible and accommodating to individuals with disabilities and other protected characteristics to support their full participation in the recruitment process and workplace.

Accommodation Request

WCB Nova Scotia is an equal opportunity employer that is committed to working with job candidates and employees to request reasonable accommodation in a confidential manner.

To request accommodation, please contact the Human Resource team by email at hrdept@wcb.ns.ca. All information received will be kept confidential.