

PERMANENT EMPLOYMENT OPPORTUNITY

Case Work Excellence Specialist

Halifax, Nova Scotia

About the Workers' Compensation Board of Nova Scotia

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

The Case Work Excellence Specialist (CWE Specialist) is responsible to enhance the consistent performance and behaviors of others for all aspects of claims management best practices through day-to-day coaching of case workers (or other positions as required) and/or onboarding and continuous improvement within all claims management teams. This role contributes to continuous quality improvement and enables service excellence through building competencies in applying the legislation, policies, procedures, service provider contracts and practices in our core business of return to work, long term and specialized claims management and prevention. It also provides guidance and expertise in the design, development, implementation, and evaluation of learning initiatives.

The CWE Specialist strives to introduce positive and lasting change by identifying areas for individual development, devising short and long-term goals while supporting the individual to achieve or exceed performance standards through regular and timely feedback and coaching conversations. This position supports the Operational Manager role by enhancing performance and building employee skill and independence.

Your Experience & Skills

- A bachelor's degree in relevant discipline, including but not limited to, social sciences, business, safety, health management, or education.
- A minimum of 5 years' experience working in a case management environment with a minimum of 3 years' experience that included a coaching component focused on enhancing individual effectiveness **OR** 5 years' experience with curriculum design/development for adult learners.
- A minimum of 3 years' experience working at a senior decision-making level.
- Demonstrated experience in building inter and cross departmental relationships.

We offer a competitive compensation package ranging from \$76,530 - \$95,565.

Application Details

Please email your resume and cover letter to hrdept@wcb.ns.ca by **4pm on February 28, 2025**. In the **subject line of your email, please quote the competition number: JV 40-25 EXT Case Work Excellence Specialist.**

We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews. 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.

To learn more about WCB Nova Scotia, visit www.wcb.ns.ca or connect with us on [LinkedIn](#).