

PERMANENT EMPLOYMENT OPPORTUNITY

Client Care Navigator
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

The Client Care Navigator (CCN) serves as the first point of contact for client inquiries (workers and employers) related to psychological injuries. This role is committed to return to work continuum objectives; and is responsible for guiding clients through the complexities of the workers' compensation system, providing resource information, coordinating referrals to the appropriate community resources, and assisting clients with claim registration as required. The CCN serves clients with varying abilities and connects them with support to enhance quality of life and return to work. The CCN role puts clients at the center of the process and provides exemplary, timely and compassionate service to all clients.

The CCN will be responsible for the following:

- Provide exceptional customer service to clients while actively building and maintaining a supportive relationship with the clients, as well as a strong network of community resources that provide mental health support.
- Have a thorough understanding of what internal and external services and resources are available and resolve client inquiries or concerns.
- Serve as a trusted advisor who is resourceful and applies creative and analytical thinking to best support the needs of the client.
- Listening to clients, showing empathy, and communicating complex information in a timely and effective manner.
- Maintaining a caseload, owns the relationship with the client, and conducts a preliminary needs assessment to determine the nature of the client concern, the level of urgency, and next steps to effectively serve the client (e.g., making a community service referral or facilitating a mental health intervention).
- Providing feedback and recommending service delivery enhancement and methods based on trend assessments, client feedback, and/or identifying community resource gaps.

Your Experience & Skills

The following skill set is required:

- University degree with a specialty focus in occupational therapy, physiotherapy, chiropractic education, nursing, disability case management or social work.
- 4 years' experience in a combination of medium and complex case management in a decision-making capacity in patient care, social service, health care, insurance or disability case management with a mental health focus.
- Knowledge of health-related community resources and support networks is preferred.

We offer a competitive compensation package ranging from \$69,362-\$86,698.

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. In the **subject line** of your email, please **quote competition number: JV 60-24 EXT Client Care Navigator.**

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.