

PERMANENT EMPLOYMENT OPPORTUNITY

Long Term Benefits Coordinator

Halifax, Nova Scotia

About 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.

As we focus on service improvement and better outcomes for the workforce of tomorrow. Leveraging significant investments in people, processes, and technology over the past several years, we are committed to working differently in the future to drive greater service experience, innovation, opportunity, and outcomes for Nova Scotians.

About the Role

Reporting to the Manager, Long Term Benefits, The long Term Benefits (LTB) Coordinator will help ensure the work of Long Term Benefits team is well planned, appropriately assigned and completed accurately to ensure efficient delivery of services according to the WCB's service principles, policies and processes.

The LTB Coordinator acts as a primary point of contact to Case Managers - Long Term Benefits and Adjudicators - Long Term Benefits to allocate work, make necessary adjustments, and ensure consistent claims management. Their responsibilities include updating processes and workflows, creating/revising training materials and developing other team communications as required. The LTB Benefits Coordinator also assists in onboarding new team members to ensure a smooth transition.

The LTB Coordinator is responsible for resolving escalated queries, concerns, issues, and complaints from both external stakeholders and internal WCB employees, referring and seeking direction from the Manager, Long Term Benefits as appropriate.

Employees have access to sensitive and/or confidential information provided by the Canada Revenue Agency for carrying out the duties of this position. Therefore, a satisfactory security check is a requirement for this role. A security check consists of a confidential criminal record check conducted through the Human Resources department. Renewal of the security check is required every ten years. An offer of employment is conditional upon obtaining a satisfactory security check.

About You

As a successful LTB Coordinator, you will **a university degree in health care, education, or social sciences and 4 years' experience performing medium or complex case management in a decision-making capacity** in patient-care, social service, health care, insurance, disability case management, or related environment. In addition, a minimum of two (2) years' experience in a team/workflow coordination or team lead role.

Application Details

Please email your resume and cover letter to hrdept@wcb.ns.ca by **4pm on March 29, 2025**. In the **subject line of your email, please quote competition number: JV 18-25 EXT LTB Coordinator**.

The Offer

We offer a competitive compensation package ranging from \$69,723 - \$87,095. Any offer of employment will be conditional upon the completion of all applicable background checks, confirmation of credentials, and a valid Driver's Abstract, the results of which must be satisfactory to the WCB.

Perks of Joining Our Team

- Flexibility/Hybrid work model
- Comprehensive Benefits Plan-
 - Health and Dental Insurance
 - Health Spending Account
 - Life Insurance
 - Long-Term Disability (LTD) Insurance
- Ongoing professional development opportunities
- Employee Referral Program
- A passionate team and a supportive work environment

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

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

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](#).

