

PERMANENT EMPLOYMENT OPPORTUNITY

Case Manager
Cape Breton, 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

It's an exciting time to work for the WCB as they undergo a significant business transformation and continue to evolve their service to better meet the needs of those they serve. Case Managers are responsible for a broad range of responsibilities including assessing the needs of individual workers and administering the benefit provisions of the Workers' Compensation Act, where applicable; exercising leadership in the development of a goal-oriented return-to-work plan; liaising with employers, health-care providers, unions and other service providers to ensure access to appropriate medical and vocational rehabilitation services; managing assigned caseloads; preparing reasoned, plain language decisions; adhering to procedures for return-to-work management; approving and authorizing services and benefits for injured workers on an on-going basis, including earnings replacement benefits, medical aid, vocational rehabilitation, and permanent impairment benefits; and, upon completion of active intervention, assessing entitlement to wage-loss benefits and, where wage loss occurs, calculating an award as per the Workers' Compensation Act provisions and policies.

Case Managers are responsible for coordinating and/or providing a full range of vocational rehabilitation services. This may include (but is not limited to) job search and development; negotiating wage subsidies; developing alternative employment opportunities; and maintaining control of the worker's vocational rehabilitation benefits and services while participating in a vocational rehabilitation program. The ability to adapt to changes in caseloads and/or teams is key to success in this role.

This position reports to the Manager, Return to Work, and is based out of the Cape Breton office (404 Charlotte Street). However, operational responsibilities may require collaboration with teams located in Halifax.

Your Experience & Skills

As an ideal candidate, you will thrive in this environment by possessing the following work group competencies: Managing Risks, Analytical Thinking, Communication, Return to Work, Clinical Assessment Comprehension and application, Problem-Solving, Relationship Management, Decision Making, Vocational Rehabilitation, Case Coordination, and Act Interpretation & Application. In addition to these competencies, you will demonstrate a keen sense of teamwork and a passion for delivering impeccable client service. You will be personable and energetic and will have a natural ability to thrive in a fast-paced, people-centered environment, serving a diverse group of stakeholders. You will also be comfortable delivering presentations, mentoring, and coaching others.

- A university degree in health care, education, or social sciences
- 4 years of 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.
- An equivalent combination of a university degree in another area of study and significant additional experience in case management may be considered.
- Travel is a requirement; candidates must have a valid driver's license and daily use of a dependable, safe automobile.

We offer a competitive compensation package ranging from \$69,723 - \$87,095.

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 **4pm on August 22nd, 2025**. In the **subject line** of your email, please quote the position: Case 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.