



PERMANENT EMPLOYMENT OPPORTUNITY

Director, Central Services

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.

We are a leader in Nova Scotia's growing workplace safety culture. Our social marketing campaigns spark important conversations and behaviour changes related to workplace safety. We work with our partners to reduce the human impact of workplace injury, through the promotion of workplace safety and return-to-work.

Guided by our Strategic Plan and our recent business transformation, we have created the potential for service improvement, innovation, and opportunity. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused. This is an opportunity to help lead the WCB into that exciting future.



About the Role

Reporting to the Vice President, Service Excellence, the Director, Central Services provides leadership and direction to the Central Services team to create a group of agile, focused, and interdependent professionals who facilitate the achievement of the corporate and departmental vision, mission, goals, and objectives.

This role is responsible for creating, developing and implementing a departmental vision and strategy that inspires the team to work toward future objectives through a high performance culture characterized by engagement, innovation, and continuous improvement. The Director, Central Services also plays a critical role in supporting and advancing WCB's

diversity, inclusion, and accessibility efforts.

In this role, you will maximize business efficiency and effectiveness by leveraging technology and leading the Central Services team in handling the high volume of work associated with call and document management, low risk claims, and e-business while leading the continuous evolution of innovative service delivery channels. You will be collaborating extensively with internal stakeholders to design and deliver value for our clients, deliver balanced scorecard results in the areas of financial, employee satisfaction and engagement, customer satisfaction, service and operational excellence.

As a leader, you will influence and lead the implementation and delivery of programs to support the development, promotion and utilization of alternative service channels including website, employer portals and interactive voice response systems, integrated customer service center, and make ongoing improvements to ensure corporate goals and service levels and efficiencies are achieved.



About You:

As the ideal candidate, you possess at least ten (10) years of related experience, with at least seven (7) years in progressive leadership/management roles. Accentuating your experience is your post-secondary degree in Business, Social Sciences, or related discipline. As someone skilled in collaborating with multiple stakeholders at all levels, you have proven you can leverage relationships to achieve key organizational initiatives, goals, and objectives. In addition to your proven business acumen, your track record of inspirational leadership has resulted in you leading high performing teams and creating innovative solutions to advance business objectives. Your education and experience are rounded out by a passion for workplace safety and your demonstrated ability to articulate your interest in making life better for workers and employers in Nova Scotia.

As a safety champion, the Director, Central Services demonstrates passionate and exemplary leadership in creating a safe and healthy workplace by providing opportunity for joint occupational health and safety committee (JOHSC) involvement for all employees, ensuring employees follow safe work practices, enforcing health and safety regulations, correcting unsafe acts and unsafe conditions, ensuring only authorized, adequately trained persons operate equipment, reporting and investigating all accidents/incidents, ensuring equipment is properly maintained, conducting regular workplace inspections and taking action to minimize or eliminate hazards.

We offer a competitive compensation package including a salary range of **\$115,143 - \$143,931**.



Application Details

if you are interested in this opportunity, 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 August 18, 2023**. In the **subject line** of your email, please quote competition number: **JV 76-23 EXT** Director, Central Services.

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

WCB embraces a culture of belonging in the workplace. No matter who you are, where you're from, how you think, what you believe in, or who you love, we welcome your application. We all come from different backgrounds and different walks of life, bringing in unique perspectives and experiences. We encourage applications from 2SLGBTQ+, Black, Indigenous and People of Colour (BIPOC), women, newcomers to Canada, and people with disabilities. WCB Nova Scotia is an equal opportunity employer committed to supporting and developing our employees. Visit our website at www.wcb.ns.ca.

WCB Nova Scotia champions safety and promotes a diverse and respectful workplace. We are a scent and allergen reduced environment.