

POSITION DESCRIPTION

Section 1 – Identifying Data

09-AR08-08

Position No.: 98-122 & 08-022

Department: Workers' Compensation
Health and Safety Board

Working Title: YWCHSB Program Services
Coordinator

Branch/Unit: Executive Branch

Incumbent: Vacant

Supervisor's Name:

Title: Director, OH&S or Director
Assessments or Director Claims

Date Position Description Completed:
Feb 2, 2009

Position No.:

Section 2 - General Summary

The Program Services Coordinator is responsible for providing services and support to employers, workers, other stakeholders, and to the staff of the YWCHSB to help ensure the programs of the YWCHSB are delivered in a timely and effective manner.

Section 3 – Principal Duties and Responsibilities (limit to 10 Duty Statements)

1. Responds to questions, concerns, and issues raised by employers, workers, representatives of workers and employers, and other stakeholders of the YWCHSB (for example, healthcare providers and other service providers) either in person or over the phone or e-mail. This primarily involves providing information, advice, guidance, direction, and other support and assistance with respect to all of the programs and services offered by the YWCHSB (primarily but not limited to the programs and services of the Occupational Health and Safety, Assessments, and Claimant Services branches).
2. Manages the office of and provides support to assigned Directors. This involves arranging and coordinating meetings, preparing agendas and background information for meetings, taking minutes of the proceedings, and following up on decisions made to ensure that action is taken as required. It also involves managing priorities/projects underway for the Director and keeping the Director informed and current on various issues, priorities, requests for information and the like (e.g. researching and preparing concise responses to various external and internal requests for information). This also involves monitoring and processing Branch budgets and maintaining financial records and variance reports for the Director, and reporting to the Director any over-expenditures and under-expenditures, as well as reviewing contract invoices for accuracy and compliance with contract guidelines, and similar activities.
3. Provides information, assistance, and other support services to all branches of the YWCHSB, including receiving and reviewing all incoming mail, confirming whether or not files already exist, applying appropriate coding to mail for registered files, inputting key information and forwarding to staff as appropriate. This also involves establishing, registering, and properly maintaining files, entering information into appropriate systems, coding files and generating appropriate letters as necessary. It also involves generating a variety of reports and statements for YWCHSB staff, maintaining spreadsheets or word processing files and updating on-line systems, researching and compiling information for staff as required, assisting in the preparation of the YWCHSB's Annual Report, and similar activities.
4. Provides support to Occupational Health and Safety, Assessments, and Claimant Services staff (Assessment Officers, Safety Officers, Adjudicators, Case Managers, etc.) including but not limited to responding to questions and concerns raised by workers and employers regarding occupational health and safety, claims, and assessments matters, identifying the relevant issues, deadlines and action items, bringing

these to the attention of the appropriate YWCHSB staff along with recommended strategies and solutions as appropriate.

5. Performs financial support functions for the YWCHSB as a whole including receiving incoming money (cash and cheques) from clients and Employment Service Officers and preparing and issuing receipts as necessary, receiving and processing credit card payments. This includes monitoring and tracking of all incoming invoices, purchase orders and requests for payments, producing service contracts within budget restrictions, and preparing cheque requisitions, purchase orders, and other contract documents.
6. Provides support to Adjudicators and Case Managers to ensure that workers receive early and appropriate case management intervention, quality medical care and treatment, early return to work opportunities, and comprehensive rehabilitation assistance. Reviews claims for compensation, responds to questions and concerns from workers, employers, healthcare providers and others regarding adjudication and claims management matters. Identifies issues, deadlines, and action items in claims for compensation, and brings these to the attention of the Director, Managers, Case Managers and Adjudicators along with recommended strategies and solutions as appropriate. Establishes and maintains complete and accurate claim files by ensuring proper coding of information and ensures that appropriate reports and information relevant to the adjudication and case management of claims and the rehabilitation and return to work of injured workers are contained in claim files.
7. Implements the assessment provisions of the *Worker's Compensation Act*, Regulations, policies and Board Orders. This involves but is not limited to ensuring new employer assessment accounts are registered and assigned the correct assessment rates, determining type of business, status of directors, proprietors and subcontractors, maintaining current documentation on assessment classification, payment record and current information on each account. This also involves maintaining accurate documentation on all files and accounts, ensuring information is current and easily accessible, and other similar activities.
8. Provides intake services on occupational health and safety matters to assist stakeholders to ensure compliance with the *Occupational Health and Safety Act* and Regulations, by responding to enquiries and advising individuals of their legislated rights and responsibilities. This involves but is not limited to receiving inquiries/complaints from employers and workers concerning application of the Act and regulations, confirming that the inquiry/complaint falls within the jurisdiction of the Act, rejecting (with sound reasons) unfounded or frivolous inquiries/complaints, referring inquiries/complaints of a complex or technical nature to an Occupational Health and Safety Officer, and receiving, examining and processing applications from employers for subsidy of first aid training for their employees, etc.
9. Undertakes research and other special projects as directed either independently or as part of cross-functional teams, and generally participates in problem solving and issue resolution activities, including making recommendations to the appropriate member of the senior management team.
10. Assists in the development and implementation of YWCHSB policies, procedures, guidelines, and quality assurance activities in order to ensure effective and consistent communication, information sharing, file management, and decision making for the YWCHSB as a whole.

Section 4 – Contacts

Describe, in narrative form, the working relationships inherent to the success of the job.

- Contact with workers, employers, representatives of workers or employers, healthcare and other service providers and members of the general public to respond to enquiries, exchange information, request and obtain necessary documents and information, and to make and/or explain decisions with respect to claims, assessments, or occupational health and safety matters.
- The incumbent will respond to inquiries from workers, employers, and the public in person and assist them by providing information, explaining decisions, filling out forms etc.

- Contact with banks, healthcare offices, law offices, hospitals, and other organizations to respond to enquiries and concerns, exchange information, and request or obtain documents and information etc.
- Contact with branch Directors to exchange information and determine priorities, follow-up on commitments and resolve issues and other problems.
- Contact with other YWCHSB staff to exchange information, provide support and assistance, identify and recommend solutions to issues, assist in the development and implementation of policies, guidelines and program processes and measures, and generally to identify and solve problems.

Section 5 - Specific Accountabilities

What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?

One important expected impact of the duties of this position is to assist the YWCHSB to coordinate and integrate the activities of the Assessments, Claimant Services, and Occupational Health and Safety branches towards meeting the goals of the YWCHSB as a whole (i.e. fewer workplace injuries, decreased claim duration, increased assessment revenue).

The duties and responsibilities of this position also directly impact the efficiency and effectiveness of services provided to workers, employers, and other clients and stakeholders by the YWCHSB.

Delays in processing requests, enquires, or requesting needed information can create subsequent delays in addressing assessment, claims and occupational health and safety issues which will negatively impact the YWCHSB’s ability to meet its results-based goals (fewer workplace injuries, decreased claim duration, and increased assessment revenue).

Incorrect advice and decisions can also have a negative impact on the health, safety, and well-being of workers and their dependents, as well as on the financial and business interests of employers.

A high standard of customer service provided by the position will help to ensure that the YWCHSB is perceived positively by its stakeholders and by the general public.

Section 6 - Budget

1. a) What is the Annual Budget for the unit under the direct control of the position?

Fiscal Year	
Annual Payroll	\$ N/A
O&M Budget (excluding Payroll)	\$
Capital Budget (excluding Payroll)	
Revenues	
Recoveries	

b) Does the position have the authority to reallocate resources, i.e. transfer budget funds? If yes, provide examples.

N/A

2. If applicable, describe other expenditures or revenues influenced by this position and how.

Section 7 - Working Environment

Describe in narrative form the position's working environment, which can be generally favourable or include exposure to undesirable conditions.

Office environment - the incumbent must deal with workers, employers, and other stakeholders and members of the public, some of whom will be anxious and/or upset and occasionally verbally rude and insulting. In those circumstances the incumbent will calm them and assist them with filling out forms, and provide them with information, and assistance.

Section 8 - Signatures

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p>Supervisor: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p>Incumbent (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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<p>Director of Human Resources: (Comments)</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p>Deputy Minister: I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.</p> <p>Deputy Minister: _____</p> <p>Date: _____</p>
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