

## **Job Description**

**Intake Associate – Workers Compensation (WSIB)** - supports occupational injury reporting requirements to the individual Workers' Compensation Boards (WSIB) on a Provincial level for a large client. Successful candidate will be responsible for workers' compensation initial claim management oversight for multiple locations across Ontario. This position works closely with the Account Delivery Group Manager and other Case Managers. Person is responsible for ensuring workers' compensation claims are filed and administered in accordance with provincial workers' compensation requirements and client company policies and procedures

## **Essential Duties and Responsibilities**

- Liaises with Client contacts on each reported incident to gather information, prepare and complete specific employer reporting forms to be filed with the Workers' Compensation Board (WSIB). Supports the Client with Return-to-Work program efforts to avoid lost time.
- Investigate all reported claims, identify red flags, submit concerns to WCB/WSIB Case Managers pursue claim denials, collect statements from Client
- Reviews open claims on a daily basis for reporting purposes to individual Workers' Compensation Boards/WSIB
- Monitors and responds to mail and email daily, follows up appropriately and in a timely matter.
- Communicates daily with Account Managers, Case Managers, and client contacts.
- Review incoming WCB/WSIB correspondence to identify and address unfavourable entitlement decisions.
- Maintains work status with reported claim information, tracking of light duty days, lost time days and injury details
- Participates in monthly and quarterly claim review meetings.
- Works within a team environment to accomplish departmental goals.

## **Job Qualifications**

- Post-Secondary Education- University or College
- Minimum 2 years' experience in workers' compensation, including submissions, follow-up and verbal conversations with decision makers.
- Sense of urgency in responding to Management and Employees, regarding workers' compensation issues;
- Positive, professional demeanor, dependable and self-motivated;
- Attention to detail and strong organizational skills required
- Deadline oriented and ability to prioritize high case load.