

## PERMANENT EMPLOYMENT OPPORTUNITY

### Manager, Health Services *Halifax Nova Scotia*

It's a time of incredible opportunity for The Workers' Compensation Board of Nova Scotia (WCB), as the organization embarks on a transformational path, guided by a new strategic plan founded in a simple vision - to protect the Nova Scotia workforce. As the Manager, Health Services, you play a critical role contributing to achieving the WCB corporate goals by identifying and championing best practices within Return to Work (RTW) management and the management of health care outcomes to provide quality health care service delivery to injured workers.

### 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.

### About the Role

The Manager, Health Services provides strategic oversight regarding the Health Care Program Development, Management and Evaluation by working collaboratively with other leaders (particularly the Director, Health Services, Return to Work, Psychological Injury, Service Excellence and Prevention & Employer Engagement Leadership Teams) to identify and champion best practices within health care treatment, recovery and RTW management as well as the management of health care outcomes. This role evaluates and identifies trends in health care that may have an impact on service delivery, health care programs, RTW objectives and health care costs. The Manager, Health Services develops, manages, and improves health related programs, policies, practice guidelines and services to provide effective, consistent, and quality services that are fiscally responsible and enable case management and return to work objectives. In addition, this role monitors and evaluates health program results/outcomes to ensure a positive impact on corporate performance and outcomes (claim duration, cost, RTW).

The Manager, Health Services develops and implements solutions to address issues and challenges related to health care for injured workers and coordinates and communicates with other managers and the Director by providing advice and recommendations on the development, execution, and monitoring of the strategic plan for Health Services. This role is also responsible for informing, designing and delivering learning and development for internal audiences related to health care programs, services and tools.

The Manager, Health Services serves on various committees and stakeholder groups to provide expert health related advice, such as providing professional opinion/input externally related to health care trends, risk mitigation, musculoskeletal injuries, treatment programs, multi and interdisciplinary care, prevention of chronic pain, Return to Work (RTW) planning.



This role is accountable for the procurement, negotiation, implementation, training, monitoring, development and oversight of contracted health care providers that form the Health Care Advisory team (Doctors, Physiotherapy Consultants, Audiologists, etc.) directly supporting case management teams.

### **Deliverables in the first 6 months**

1. Fall 2024, Advance action plan to course correct Tier 1 services in alignment with RTW objective/targets including proactive elimination of over treatment (monitoring Tier 1 service requests and case worker approvals) and ensuring diligent contract management to SLAs and best practice.
2. Fall 2024, Implement new Gradual Onset Psychological Injury health services contracts with three service providers by September 1 and ensure diligent contract management to SLAs. Implement new GPI Mediation & Investigation Services and onboard new Service Providers.
3. Fall 2024, Stabilize implementation of the AMA 6th for permanent medical impairment examinations
4. Fall 2024, Implement new contract with NS Health for expedited access to surgery consults, including ensuring diligent contract management to SLAs in contract.

### **Your Experience & Skills**

- A University degree in business or health related field.
- A minimum of five (5) years' experience in senior decision making, three (3) of which involve experience in leadership/management capacity in a team environment in the Health or Insurance sectors and which includes demonstrated experience in providing coaching and guidance to individuals and/or teams.

**We offer a competitive compensation package ranging from \$90,359 - \$112,951.**

### **Application Details**

Please email your resume and cover letter to [hrdept@wcb.ns.ca](mailto:hrdept@wcb.ns.ca) by **4pm on September 13, 2024**. In the **subject line of your email, please quote competition number: JV 137-24 EXT Manager, Health Services.**

**We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews. 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](mailto:hrdept@wcb.ns.ca). All information received will be kept confidential.

To learn more about WCB Nova Scotia, visit [www.wcb.ns.ca](http://www.wcb.ns.ca) or connect with us on [LinkedIn](#).