

PERMANENT EMPLOYMENT OPPORTUNITY

Internal Appeals Coordinator

Halifax, Nova Scotia

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.

About the Role

Reporting to the Manager, Internal Appeals, and working as part of the Internal Appeals team, the Internal Appeals (IA) Coordinator ensures that information released to injured workers, employers, and representatives meet the requirements pursuant to WCB policies and in a timely manner. Under the direction of the Manager, Internal Appeals, the IA Coordinator reviews requests for information and provides proactive advice within the team regarding consistent application of WCB policies related to internal appeals and claims. They are regularly called upon to review redacted material and provide guidance within the team for the purposes of continuous improvement, team learning and sharing best practices.

The IA Coordinator supports the Internal Appeals team by coordinating and prioritizing incoming requests for information from Employers and workers or their representatives and responding to inquiries or objections related to redacted information. Pursuant to WCB policies, the IA Coordinator is also responsible for reviewing requests for information and determining which information is relevant to an appealable issue.

The IA Coordinator is responsible for redacting claim information and reviewing the redaction work of others to ensure consistency. The IA Coordinator also ensures that redaction records and document retention schedules are properly maintained. He/she is also responsible for providing administrative support services such as drafting correspondence, registering appeals, and photocopying claim documents as required. The IA Coordinator identifies areas for improvement within the functions of redactions and appeals and engages the Manager, Internal Appeals regularly.

Your Experience & Skills

- Successfully completed a two (2) year paralegal diploma.
- A minimum of three (3) years' experience providing administrative support including data entry and processing, preparing and reviewing legal documents in a legal or related environment is required.

We offer a competitive compensation package ranging from \$47,233 - \$59,035.

Application Details

Please email your resume and cover letter as one document with your name and the job title in the document title (MS Word format) to hrdept@wcb.ns.ca by **4 pm on September 27th, 2024**. In the subject line of your email, please quote position name: **JV 138-24 EXT Internal Appeals Coordinator**.

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.

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