



## **Who We Are:**

Reed Group is a dynamic, fast growing organization. We are known for being a leader in managing absences for major companies including Fortune 100 companies. We also build the software to manage the entire workflow, which is why you could easily think of us as a technology company. We also have a content business called MDGuidelines that contains the best treatment recommendations for helping an employee back to work. Right now, we are over 1,900 employees (and growing daily)!

Come make a difference in so many lives and consider this unique opportunity to step into a rewarding career as a Worker's Compensation Case Manager. Helping people is what we do, and we want you to help us be our best at it.

This job offers a competitive salary with generous employee benefits, including full medical/dental/vision coverage and Pension/RSP with employer match.

We've built a positive culture with a bright future and pride ourselves as a team of smart people who are interested in helping others.

## **Job Description - Worker's Compensation Intake Associate**

Reporting to the Manager, Absence Management, you are responsible for supporting occupational injury reporting requirements to the individual Workers' Compensation Boards (WSIB/WCB) on a provincial level. You are responsible for ensuring workers' compensation claims are filed and administered in accordance with provincial workers' compensation requirements and client company policies and procedures.

### **Your responsibilities include:**

- 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/WCB). Supports the Client with Return-to-Work program efforts to avoid lost time.
- Investigates all reported claims, identify red flags, submit concerns to WSIB/WCB Eligibility Adjudicators to ensure timely and appropriate decisions
- Monitors and responds to mail and email daily and follows up appropriately and in a timely matter
- Review incoming WCB/WSIB correspondence to identify and address unfavourable entitlement decisions
- Works within a team environment to accomplish departmental goals.

**Competencies:**

- Strong level of oral and written communication skills, ability to work within a demanding and fast paced environment, and ability to meet deadlines
- Attention to detail
- Acting with a sense of urgency
- Prioritization skills

**Qualifications:**

- Post-Secondary Education, preferably in a related field, or a human resource and/or health and safety and/or insurance certificate-designation are assets. In the absence of these qualifications, significant consideration will be given to applicants with claims management experience.

**Additional Assets:**

- Work experience in a workers' compensation claims management capacity either at the WSIB / WCB (or a similar provincial workers' compensation board-commission) or in an in-house capacity at a private company or equivalent