

Job Description/Specification

Identification	J0476	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Case Management Team Support	FORMER TITLE/DEPARTMENT: N/A
DIVISION/DEPARTMENT:	Income Security Division	PAY GRADE: 6
SUPERVISOR'S TITLE:	Manager	DATE APPROVED: June 28, 2021

Function and purpose (a)

The Case Manager Support, Income Security Division (ISD), under the supervision of the Manager, ISD and the general direction of the Salary Indemnity Plan (SIP) Administrator, supports Case Managers in the management of SIP cases for individual members and the assessment and determination of member's eligibility and candidacy for rehabilitation through the BCTF Health and Wellness (H&W) Program.

The Case Manager Support, ISD provides support to individual Case Managers in the adjudication and approval or decline of payment of short-term benefits to claimants according to appropriate plan regulations and other pertinent criteria, in the processing and forwarding of Long Term Disability (LTD) applications to Canada Life (CL), the verification of candidates for the H&W Program and the application of established service delivery-criteria when assessing external Rehabilitation Consultants (RC) recommendations and plan details and the monitoring and oversight of external service provider and individual rehab consultant network for quality assurance purposes.

Principal duties and responsibilities (a)

1. Under the supervision and guidance of the Manager, ISD, provides day to day support, coaching, guidance, mentorship and assistance to a team of Case Managers in:
 - a) Analyzing, investigating and approving or declining cases assigned for Short-Term Disability (STD) claims according to established service standards.
 - b) Identifying potential LTD claims and forwarding all pertinent member or case information to CL for their action.

- c) Recording and ensuring accuracy of pertinent member or case information in the appropriate system.
- d) Interpreting and applying BCTF SIP regulations, medical reports, legal information, statutory laws and legislation as required.
- e) Contacting members and/or stakeholders to clarify and/or validate information received and/or request additional supporting information.
- f) Generating correspondence to members and/or stakeholders as required. Tailoring correspondence as required to meet the needs of the member or the circumstance.
- g) Explaining ISD's processes and services to members and stakeholders as required and/or referring questions to other ISD staff where a particular type of expertise or knowledge is identified.
- h) Approving and authorizing STD benefit payments to members. Establishing and monitoring the collection of overpayments and repayment terms. Calculating and applying Workers' Compensation Board (WCB) offsets and calculates and remits garnishments.
- i) Liaising with CL disability specialists/case managers, H&W Program Advisors, members or member representatives on accommodation, retraining, volunteer or other LTD issues.
- j) Approving, referring or declining applications for Accommodation Employment, course work and Volunteer work.
- k) Recommending to the SIP Plan Administrator courses of action regarding members pertaining to Independent Medical Examinations (IME), Functional Capacity Examinations (FCE), surveillance and Canadian Pension Plan (CPP) Appeals.
- l) Providing advice and information to members regarding their disability claim status, sick leave/employment and other benefit options. Advising claimants to seek independent estate planning and related considerations.
- m) Identifying potential candidates for Income Assistance, confirming member's participation and assisting members in obtaining assistance as needed. At the direction of the Assistance Society (AS) ensuring the processing of garnishments of benefits for the repayment of AS loans.
- n) Approving candidates for H&W Program services and forwarding to external RC's based on established criteria.
- o) Reviewing the individual treatment plans, progress reports, medical reports and graduated return to work plans, budgets, and recommendations of the external service provider network.

Authorizing all H&W services and expenditures. Verifying and ensuring consistent application of established service delivery standards, reporting and billing processes.

- p) Reviewing the plans, budgets, and recommendations of the external service provider network for ongoing compliance.
 - q) Seeking H&W Program Advisors advice for exceptional cases.
 - r) Monitoring member's rehabilitation progress and approving or denying Rehabilitation Consultants recommendations and expenditures.
 - s) Discussing medical adjudication and progress of claims with Health and Wellness Program Advisors, Rehabilitation Consultants Health and Wellness Program Coordinator and Plan Administrator to establish an appropriate and consistent course of claim treatment and action.
 - t) Providing information and advice to members, local association officers and school board personnel regarding benefit entitlements, leaves and accommodation employment options, coverage and administrative procedures; participating in internal and external case conferences with the Health and Wellness Program Advisors, Program Coordinator and Rehabilitation Consultants when requested.
 - u) Requesting and/or providing information on members behalf to/from the BC Pension Corporation.
 - v) Under the direction of the Plan Administrator and in conjunction with the Case Assistant ensuring that appropriate information is provided for legal requests.
2. Performs 1 (a) to (v) in relation to claims that are complex or challenging in nature.
 3. Provides for back-up relief to Case Managers in the event of absence or unusually heavy workload.
 4. Provides back-up relief to Manager, ISD when required.
 5. Undertakes ongoing training as required due to the evolving fields of medical adjudication and vocational rehabilitation.
 6. Performs other related duties as assigned by Supervisor.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

Minimum of five (5) years' experience as a Case Manager in ISD demonstrating the following:

- Working knowledge in disability claims regulations and procedures, Human Rights Legislations, Freedom of Information and Privacy Legislation, and application of collective agreements.
- Working knowledge of disability management and vocational rehabilitation principles and best practices.
- Working knowledge of claims processing and adjudication.
- Ability to adapt and be flexible to changing priorities and manage a demanding workload, and be guided by policies and procedures, regulations, legislation, and collective agreements.
- Excellent interpersonal and communications skills, both verbal and written.
- Proven analytical, problem solving and decision-making skills, and the ability to facilitate the resolution of issues.
- Ability to apply tact, judgment and discretion in decision making.
- Ability to explain and clarify complex procedures and issues.
- Thorough and accurate record keeping.
- Demonstrated ability to work as an effective member of a team and to work independently with only general direction.
- Commitment to the value of continuous learning and an open curiosity for new ideas and innovation.
- Working with clients to identify and overcome barriers to employment.
- Ability to support, coach, guide, mentor and assist colleagues effectively.

Education and training (c)

- University Degree in a Health-Related Discipline or Social Science or related field.

Licences and certificates (c)

- Eligibility for a professional designation related to Disability Management.
- Certificate in Medical Terminology

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all levels of Federation staff and local officers are required to transmit, exchange or clarify information, provide advice, about member services provided by ISD and to make recommendations or to seek advice regarding member participation in and candidacy for the H&W Program. Information is of a highly confidential medical nature.

Regular contact with teacher members to provide information on and clarification about the rules and regulations governing the SIP (STD and LTD) and to seek cooperation and compliance with these; to explain the service standards and candidacy requirements of the voluntary H&W Program and to encourage participation in this program where appropriate; to explain ISD services and to forward inquiries when needed to appropriate Federation staff.

Contact with persons external to the Federation include school board officials including payroll and human resources personnel, external service providers, rehabilitation contractors, health care professionals. CL case managers and associated staff, insurance staff including ICBC, BC Pension Corporation, BCTF AS board of directors, EI/WCB/CPP claims officers.

The position is required to provide, explain and interpret complex information, promote collaboration, and to ensure compliance with service delivery standards and Federation reporting expectations. Courtesy, tact, sensitivity, diplomacy and confidentiality in dealing with external contacts, members and/or member representatives are required.

Information obtained or provided is routinely of a highly confidential personal, medical or financial nature. Staff may be required to represent BCTF and to act on behalf of BCTF if subpoenaed, named in a Writ of Summons or in court orders.

Machines, equipment and work aids used

Computer terminals and printers, manuals, policy statement and reference material related to medical and vocational rehabilitation services and claims management, software related to records management and report preparation, telephones, fax machines and photocopiers. Documentation related to laws and regulations and contracts in the claims, rehabilitation and occupational health fields.

Positions supervised (e)

None.

Physical and/or mental effort (f)

Additional pressures arise from working with physically/psychologically ill members and their families, and from schedules and deadlines beyond the control of the position. The position also requires interaction with members who may be in crisis. This contact may be by telephone, electronically, or in person.

Working conditions (g)

Exposure to video display screen glare when operating a computer terminal. To preserve the confidentiality of medical files, it is necessary to secure and limit access to the office area.