**WorkSafeBC**

**Case Manager**

Reference: 039481

Duration: Permanent, Full Time

Number of Positions: 11

Location: Richmond, Port Moody, Surrey, and Kelowna, BC

Salary: $48.46/hourly; $91,365 annually

Are you looking to make a difference? Are you interested in disability management? Case Managers at WorkSafeBC help injured workers return to safe work, recover from their injuries and return to their quality of life. If you are empathetic and can motivate, listen, and support someone going through a difficult time, this might be a great opportunity for you. You will be the main contact for injured workers, supporting them in their recovery. You will work as part of a greater team that may include a physician, psychologist, and vocational rehabilitation consultant. Together you'll explore opportunities to help a worker retain their employment and support treatment and recovery plans along with the injured worker and their employer. Your role will be to develop and communicate the plan, offer support, and tap into each individual's motivation to recover.

We're looking for client-focused people who can actively listen, understand, and communicate complicated information in a compassionate way to stakeholders with various needs. As a Case Manager, you'll leverage your passion for helping clients coupled with your ability to influence and make complex decisions. You'll coordinate services and benefits and facilitate positive return to work and recovery outcomes.

Our Case Managers come from a variety of backgrounds: kinesiology, occupational therapy, nursing, social work, immigration, human resources, insurance, and finance.

How you'll make a difference: You'll provide compassionate, supportive service to people injured at work.

**Where you'll work**

At WorkSafeBC, we offer a model that combines the convenience of some remote work with the dynamism of working in one of our offices, based on the operational needs of the position.

**We have opportunities available in our Richmond, Port Moody, Surrey, and Kelowna locations. Please let us know on your application which work location you prefer.**

**Apply now for positions scheduled to start with a training class at the beginning of October 2025.**

* Independently manage a complex caseload and utilize disability management practices to influence employers, clinicians, providers, internal stakeholders, and workers to facilitate timely, positive return to work outcomes
* Thoughtfully create comprehensive case management plans that include action plans, goals, and objectives to promote commitment to the achievement of the plans; chair regular team meetings to review progress towards the objectives and goal achievements
* Partner with internal and external stakeholders, including health care providers, employers, and vocational rehabilitation consultants to develop and implement evidence-based safe return to work strategies in alignment with the injured worker's needs
* Monitor goals, objectives, timeframes, and assignments to team members and service providers, and evaluate the effectiveness of these plans through continuous communication
* Contribute to the development of case management procedures and promote quality initiatives by providing client-centered services through continued improvement in procedures and programs

**We're looking for people who can:**

* Demonstrate care and compassion while building successful relationships and developing collaborative and effective recovery and return to work plans
* Lead by facilitating and influencing others to achieve a desired outcome that considers a worker's individual circumstance
* Apply law and policy in making decisions about entitlements and rehabilitation measures
* Organize and prioritize a high-volume workload while dealing with changing and conflicting priorities and deadlines
* Gather, analyze, and evaluate sufficient critical information
* Manage a varied and complex caseload with input from your team members on medical, psychological, physical, and financial issues
* Actively listen, motivate, and clearly explain detailed and complex information verbally and in writing

Learn more: Meet Isaac, a Case Manager at WorkSafeBC (video) and learn how he makes a difference to people in British Columbia.

**Your background and experience**

* An undergraduate (bachelor's) degree
* A minimum of three years of experience where you independently made decisions of a complex nature and communicated your decisions with clarity, persuasiveness, and compassion
* Your experience with complex decision-making must include decisions that require discretion, caution, and judgement – including analyzing facts and issues, integrating information from multiple perspectives, weighing evidence, applying acts, policies, procedures, and other resources to make appropriate decisions
* General knowledge of disability management and return to work principles
* Graduate degree, certificate, or diploma in Disability Management is considered an asset
* Must have a valid BC driver's license
* We'll consider equivalent combinations of education and experience.

**Important to know**

Before we can finalize any offer of employment, you must:

* Successfully meet the legal requirements under the Criminal Records Review Act to work with children and/or vulnerable adults
* Confirm you're legally entitled to work in Canada

**Who are we?**

At WorkSafeBC, we promote safe and healthy workplaces across British Columbia. We partner with workers and employers to save lives and prevent injury, disease, and disability. When work-related injuries or diseases occur, we provide compensation and support injured workers in their recovery, rehabilitation, and safe return to work. We're honoured to serve the 2.49 million workers and 263,000 registered employers in our province.

**What's it like to work at WorkSafeBC?**

It's challenging, stimulating, and rewarding. Our positions offer diversity and opportunities for professional growth. Every day, the work we do impacts people and changes lives. What we do is important, and so are the people we do it for.

Our ability to make a difference relies on building a team with a rich variety of skills, knowledge, backgrounds, abilities, and experiences that reflects the diversity of the people we serve. We are committed to fostering a welcoming, inclusive, and supportive work culture where everyone can contribute as their best, authentic self.

Learn more: Discover who we are.

**Our benefits**

As a member of our team, you'll have access to services and benefits that help you get the most out of work and life. Along with a competitive salary, your total compensation package includes:

* Defined benefit pension plan that provides you with a lifetime monthly pension when you retire
* 3 weeks of vacation in your first year, with regular increases based on years of service
* Extensive health care and dental benefits
* Optional leave and earned-time-off arrangements
* Development opportunities (tuition reimbursement, leadership development, and more)

Learn more : Find out what we offer.

**Want to apply?**

Applications are welcomed immediately, however must be received no later than 4:30 p.m. PST on the closing date.

Please note that we will be starting assessments prior to the closing date.

We encourage all qualified applicants to apply. If you require an accommodation in the assessment process, please email Recruitment Testing Accommodation (SM) when you submit your application.

Please apply online at: <https://rita.cegid.cloud/go/686fe784cf73649a4197ac72/59d5229da8914f79df348ab4/en>