

Position Description – Rehabilitation Service Professional - Vocational – Case Coordinator (RSVP)

Position Description

Position title	RSP Voc Case Coordinator – Bilingual (French/English)
Location	All Regions
Reports to	RSP Voc Team Manager
Travel requirements	N/A

Position purpose

The Rehabilitation Service Professional - Vocational Case Coordinator (RSP Voc CC) is responsible for the receipt of new TSA and EECA referrals and the triage process. The RSP Voc CC utilizes strong administrative and organizational skills to manage multiple responsibilities and tasks while maintaining accuracy in their work. The RSP Voc CC works effectively and in a collaborative manner with multiple stakeholders including, Rehabilitation Service Professionals – Vocational, Rehabilitation Service Specialists, and the Rehabilitation Service Professional team.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Works collaboratively with RSP Voc to expedite Participant consent forms and RSP consults
People & Team Satisfaction	<ul style="list-style-type: none"> Accurate completion of RSP Voc Triage Assignment Process to assign TSA and EECA referrals and maintain communication with RSSs and RSP Vocs during the triage stage of the referral
Operational Performance	<ul style="list-style-type: none"> Manages timely and appropriate assignment to RSP Voc to optimize the utilization of this resource and balance caseloads Accuracy and completeness achieved in tracking referral assignment, and addressing referral inquiries from RSSs for TSAs Improves operational efficiency by providing support to RSP Vocs in relation to mailing consent forms and faxing/following up on consults sent to treatment providers/RSPs
Program Outcomes	<ul style="list-style-type: none"> Completes the initial RSP Voc Triage Assignment Process, identifies the appropriate RSP Voc, demonstrating the ability to problem solve and collaborate with team members to achieve this target

Core Responsibilities:

<p>Referral Receipt / Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Reviews the TSA and EECA referral details • Liaises with RSP Voc TM on referrals as needed • Conducts the triage RSP Voc Assignment Process
<p>Documentation</p>	<ul style="list-style-type: none"> • Accurately completes and/or updates referral assignment and consult follow-ups into Case Management software
<p>Team Collaboration</p>	<ul style="list-style-type: none"> • Maintains awareness of RSP Voc team and their associated caseloads to efficiently assign referrals • Communicates any identified concerns or program needs to RSP Vocs and RSP Voc TL/RSP Voc TM • Actively participates in working groups, projects or initiatives to support continuous improvement in the program • Supports the team and the RSP Voc TM to track program statistics
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Essential Requirements

- Minimum post-secondary certificate or diploma in Business Administration, Medical Office Administration or other relevant area
- One (1)+ year(s) experience in an administrative role
- Ability to multi-task and prioritize to achieve program service standards
- High level of confidentiality and awareness of privacy requirements
- Strong digital literacy including MS Office, MS Teams, SharePoint
- Employment conditional on obtaining Federal Level Security Clearance Reliability Status

Preferred Criteria

- Bilingual (French/English)
- Understanding of medical terminology



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WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

<p>Position: Rehabilitation Service Specialist – Case Coordinator</p>	<p>Owner: People and Culture</p>	<p>Publish Date: 2024-05-16</p>	<p>Page 2 of 3</p>
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