

Position Description – Rehabilitation Service Specialist – Case Coordinator (RSVP)

Position Description

Position title	RSS Case Coordinator
Location	Atlantic Region – NS, NB, PEI, NFLD
Reports to	RSS Team Manager
Travel requirements	N/A

Position purpose

The Rehabilitation Service Specialist Case Coordinator (RSS CC) is responsible for the receipt of new Rehabilitation Services and Vocational Assistance Program (RSVP) referrals, triage process and initial engagement of the Participant. As the first point of contact with the Participant upon referral to RSVP, the RSS CC is customer-service oriented to ensure the participant experiences a positive first interaction. The RSS CC utilizes strong administrative and organizational skills to manage multiple responsibilities and tasks while maintaining accuracy in their work. The RSS CC works effectively and in a collaborative manner with multiple stakeholders including Participants, Veterans Affairs Canada (VAC) Case Managers, Rehabilitation Service Specialists, and the Rehabilitation Service Professional team.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Achieves high levels of Participant Satisfaction in the initial intake process through excellence in the ability to engage, build rapport and provide reassurance to Participants from the first point of contact. Works collaboratively with RSS and the RSP team to coordinate and manage RSP referrals
People & Team Satisfaction	<ul style="list-style-type: none"> Accurate completion of RSS Triage Assignment Process to match Participant to most appropriate RSS and identification of any accommodations/special needs for initial intake interview
Operational Performance	<ul style="list-style-type: none"> Manages timely and appropriate assignment to RSS to optimize the utilization of this resource and balance caseloads Accuracy and completeness achieved in program intake data capture Improves operational efficiency by providing support for Participants, RSSs and RSP team members to coordinate and manage RSP referrals
Program Outcomes	<ul style="list-style-type: none"> Completes the initial RSS Triage Assignment Process, identifies the appropriate RSS and secures the time for the Initial Intake Interview within service standards, demonstrating the ability

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	to problem solve and collaborate with team members to achieve this target
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Core Responsibilities:

Referral Receipt / Stakeholder Engagement	<ul style="list-style-type: none"> • Reviews the referral package • Identifies referral service expectations ensuring information is thorough and clearly identifies referral objectives • Ensures appropriate eligibility for service is established • Liaises with VAC referral source regarding incomplete documentation or additional information required • Conducts the triage RSS Assignment Process
Customer Engagement	<ul style="list-style-type: none"> • Initiates first contact to Participants within service standard timelines • Communicates effectively to build trust and rapport with Participants • Schedules initial intake interviews • Provides Participants with high-level details about the program and answers initial questions regarding program or process • Identifies any support or adaptations to initial intake interviews that Participants require to be successful and to achieve participant satisfaction (e.g., chunking, physical environment, breaks, spouse/family member attendance, etc.) • Negotiates and problem solves to overcome any obstacles in booking initial intake interviews within service standard timelines • Provides access to the Participant Portal and provides contact information for User Support Call Centre and RSSs • Addresses and resolves any issues/concerns that arise promptly; escalates appropriately when needed • Ensures Participants receive initial orientation materials and complete any pre-meeting information prior to initial intake interviews
Documentation	<ul style="list-style-type: none"> • Accurately completes and/or updates initial data entry into Case Management software • Ensures pre-meeting information received is complete • Completes RSP referrals as directed by RSS
Team Collaboration	<ul style="list-style-type: none"> • Maintains awareness of RSS team and their associated skills/expertise • Communicates any identified individualized needs to RSSs prior to initial intake interviews • Follows approved escalation processes if not able to meet timelines/skill set, and to obtain guidance on appropriate RSS assignment
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

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

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- 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 strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

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.

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