

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

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## Position Description

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

<b>Customer/Stakeholder Satisfaction</b>	<ul style="list-style-type: none"> <li>Works collaboratively with RSP Voc to expedite Participant consent forms and RSP consults</li> </ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>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</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>Manages timely and appropriate assignment to RSP Voc to optimize the utilization of this resource and balance caseloads</li> <li>Accuracy and completeness achieved in tracking referral assignment, and addressing referral inquiries from RSSs for TSAs</li> <li>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</li> </ul>
<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>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</li> </ul>

**Core Responsibilities:**

<p><b>Referral Receipt / Stakeholder Engagement</b></p>	<ul style="list-style-type: none"> <li>• Reviews the TSA and EECA referral details</li> <li>• Liaises with RSP Voc TM on referrals as needed</li> <li>• Conducts the triage RSP Voc Assignment Process</li> </ul>
<p><b>Documentation</b></p>	<ul style="list-style-type: none"> <li>• Accurately completes and/or updates referral assignment and consult follow-ups into Case Management software</li> </ul>
<p><b>Team Collaboration</b></p>	<ul style="list-style-type: none"> <li>• Maintains awareness of RSP Voc team and their associated caseloads to efficiently assign referrals</li> <li>• Communicates any identified concerns or program needs to RSP Vocs and RSP Voc TL/RSP Voc TM</li> <li>• Actively participates in working groups, projects or initiatives to support continuous improvement in the program</li> <li>• Supports the team and the RSP Voc TM to track program statistics</li> </ul>
<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: <b>Rehabilitation Service Specialist – Case Coordinator</b></p>	<p>Owner: <b>People and Culture</b></p>	<p>Publish Date: <b>2024-05-16</b></p>	<p><b>Page 2 of 3</b></p>
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