Senior Case Manager

**Location(s):**

At Wawanesa, we’re proud to offer a hybrid work environment that offers flexibility to our employees in balancing in-office (2 days per week OR 15 hours per week in a Wawanesa office) and remote work. You may work from any of the following locations: Winnipeg, MB; Wawanesa, MB; Vancouver, BC; Calgary, AB; Edmonton, AB; Lethbridge, AB; Toronto, ON; Kitchener, ON; Thunder Bay, ON; Ottawa, ON; Montreal, QC; Moncton, NB; Dartmouth; NS

**Job Overview**

Working under minimal supervision, this role supports Wawanesa’s success through the ongoing case management of complex Short-Term Disability, Long-Term Disability, Creditor, and/or Disability Income claims for Group & Individual business. This role is responsible for escalated claims, complaints, litigation, and other complex claims issues.

**Job Responsibilities**

* Review, assess and render decisions on disability and other claims through the development of claims management strategies to bring claims to succession resolutions.
* Conduct complex investigations as required on existing case files.
* Collaborate with clients and claimants, reinsurers, medical practitioners and providers to obtain claims documentation, provide updates as to claims status and respond to inquiries.
* Review complex and differing policy wordings to ensure decisions are made within the policy’s scope.
* Communicate decisions verbally and in writing in an effective and courteous manner.
* Address claims escalations, complaints, and/or claims litigation to a successful resolution.
* Coordinate rehabilitation and other services to assist with successful return to work, including complex programs with multiple providers.
* Maintain records of individual workload and claims adjudication.
* Respond to claimant or other inquiries within company service standards.
* Will perform other duties as assigned.

**Qualifications**

* Post-secondary degree/diploma in a medical or related field, or an equivalent combination of education and experience is required.
* Minimum five (5) years’ case management or related experience is an asset.
* Actively working towards or completion of Case Management or NIDMAR courses is considered an asset.
* Bilingual (read/write/converse) in French is considered an asset.
* Excellent computer skills and knowledge of the Microsoft Office suite is required, including the ability to perform complex calculations using Excel or otherwise.
* Good working knowledge of SharePoint is considered an asset.
* Excellent ability to interpret and apply contract wordings.
* Strong time management and organizational skills with the ability to establish priorities among competing deadlines while maintaining service standards.
* Strong attention to detail with the ability to identify relevant information and potential impacts.
* Strong communication and negotiation skills, with the ability to communicate at the right level for the intended audience, including internal and external customers through written or verbal communication.
* Ability to handle sensitive information while following confidentiality guidelines/legislation.

If you are interested in this exciting, challenging position with Wawanesa, apply today with your Resume by visiting our [Careers Site](https://jobs.wawanesa.com/job/Winnipeg%2C-MB-%28Hybrid%29-Senior-Case-Manager-MB/585087617/).