

VIA REGULAR MAIL

February 28, 2014

Industrial Accident Victims Group of Ontario
489 College Street, Suite 203
Toronto, ON
M6G 1A5

Attention: Maryth Yachnin

Head Office:
200 Front Street West
Privacy Office, 21st Floor
Toronto, Ontario
Canada M5V 3J1

Siège social :
200, rue Front Ouest
Bureau de la protection de la vie privée,
21^{ème} étage
Toronto, Ontario M5V 3J1

Ashleigh Burnet,
FOI Access Specialist, Privacy Office
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Email / Courriel: ashleigh_burnet@wsib.on.ca
TTY/ATS : 1-800-387-0050
1-800-387-0750 (ext. 4771)
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Dear Ms. Yachnin:

RE: FIPPA Access Request #13-092

Further to our telephone call of February 27, 2014, please find enclosed herein the records responsive to the above-noted request.

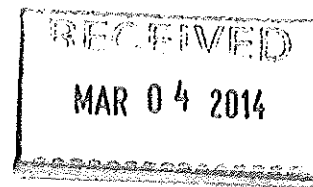
As I indicated, the cheque you mailed for **\$179.40** was never received by the Privacy Office, as the cheque was inadvertently sent to Treasury, and I was not made aware of this until yesterday.

Please feel free to contact me if you have any questions or concerns.

Yours truly,



Ashleigh Burnet
Enclosure





Bargaining Unit Job Description

Status: Finalized

Salary Grade 210	Job Number 4042	PS Job Code Number 005094
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Job Title : Collection Specialist	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Collection Services	Branch : Collections
Date : April 1, 2012	

Job Summary :

As the main point of contact for debtors who have debts owing to the WSIB, the Collection Specialists own and manage a caseload of debtor files for collection. In a team-based environment, participate in inbound and outbound call centre campaigns.

To proactively pursue recovery of overdue balances from non-compliant debtors and resolve account issues. Initiate legal action against non-compliant debtors. Negotiate and maintain payment plans, financial settlements with debtors and/or their representatives. Determine the collectability or uncollectability of a debt. Conduct a financial assessment review of the debtors financial information to determine ability to pay.

Educate debtors regarding compliance and debtor awareness of related WSIB policies, regulations and procedures.

Foster internal relationships developed within Service Level Agreements with Operations and Employer Audit Services Branches, Regulatory Services Division (RSD) and Legal. Liaison with external collection agencies to provide guidance.

Major Duties & Responsibilities

1. Collect overdue debt through effective prioritization, identify strategies, render decisions and manage all activity on an assigned Caseload of debtor accounts by:
 - Reviewing and updating diary, print queues and/or reports to prioritize and co-ordinate caseload by overdue balance, action codes, action date, workflow, etc to analyze and determine next course of action in accordance with collection policy and procedure;
 - Reviewing file history by accessing legacy systems such as RESET, I-Many, WBS (Worker Benefit System), CICS, BDR (Benefit Debt Recovery) and DMAS to ascertain if any actions are pending and determine that debt is correct;
 - Contacting debtors and/or their representatives by telephone to negotiate payment of arrears in accordance to WSIB policy and procedure, in which collector may be required to resolve a display of emotion from the debtor by using tact and persuasiveness to influence the collection of the overdue balance;
 - Issuing on line letters through collection system such as Promise to Pay, NSF cheque, legal demand, worker pro active, worker demand and financial hardship letters;
 - Accessing accounts through PeopleSoft AR, Employer Summary Workstation (ESW) or WBS to confirm account balance for collection;
 - Reviewing, determining and initiating next action for assigned and unassigned correspondence received from debtors and/or their representatives;
 - Preparing documentation to correct misapplied payments;
 - Redirecting correspondence to Claims Adjudicators or Customer Service Representatives (CSR) for handling issues such as appeals, closure and payroll adjustments;

- Collaborating with internal clients such as CSRs, Claim Adjudicators, Regulatory Service Division and Treasury to ensure high level of customer service delivery, (such as - in circumstances where information must be shared or communicated such as adjustments to an employer account, putting a collection on hold on a debtor's account for a given reason, providing information to RSD so they can continue an investigation, etc.), as per Service Level Agreement;
 - Ensuring proper action coding, establishing correct workflow and documentation of account action within collection system and adjust time frames for caseload follow up and future dialing campaigns;
 - Meeting in person with "walk-in" and/or scheduled debtors (clients) to resolve outstanding debt and accepting payment when offered;
 - Cancelling of Optional Insurance for nonpayment and advise debtor in writing.
2. Negotiate and Monitor debtor phased payment plans by:
- Negotiating payment plans and settlements over time within WSIB collection policy and procedure and update collection system with detail of arrangement;
 - Preparing recommendations in order to obtain proper authorization for phased payment plan acceptance in accordance to Collection policy and procedure;
 - Obtaining security on phased payment plan, when appropriate;
 - Preparing proposal acceptance letter outlining terms and conditions;
 - Reviewing system to ensure input details are correct and phased payment plan falls within Collection policy and procedure;
 - Monitoring account to ensure payments are paid on time to completion;
 - Identifying when a phased payment plan has defaulted, all efforts to renegotiate have been exhausted and proceeding with legal action;
 - Updating Overpayment Action (OPAC) to offset ongoing worker benefits to recover debtor payments.
3. Authorizing the write off of debt up to \$5,000 through:
- Determining that a debt is uncollectable;
 - Recommending to management write-off amounts greater than \$5,000; requesting account closure, file writ of seizure and sale; creating write-off transactions in People Soft A/R and update file;
 - NFA (No Further Action) collectible worker debt in accordance with policy;
 - Monitoring bankruptcy proposals and application of dividends to ensure completion.
4. Initiate and enforce legal action on debtor accounts by:
- Gathering information to determine correct legal entity by identifying associated accounts and issuing Writs of Seizure and Sale; monitoring and withdrawing writs of seizure and sale, when required;
 - Reviewing sheriff notices such as reports and distributions to determine appropriateness of the distribution and initiating and appeal, if required;
 - Investigating and obtaining asset information, banking information and ownership information by requesting and analyzing reports such as Personal Property Securities Act (PPSA) and Ministry of Consumer and Business Services (MCBS);
 - Verifying and signing affidavits for garnishment, enforcing garnishment action on debtor's bank account and/or third parties based on rules of Civil Procedure; monitoring and terminating garnishments, when required;
 - Instructing sheriff to attend at debtor's premises and seize cash, equipment, vehicles, machinery as well as other tangible assets;
 - Enforcing a subpoena to compel the debtor to attend at WSIB offices by following the process set out in the Rules of Civil Procedure;
 - Contacting appropriate tax office to verify property ownership and/or requesting a property search to confirm clear title in order to add the balance to the municipal tax roll;
 - Executing tax roll certificate;
 - Recommending that owner/officers with optional insurance receiving WSIB benefits have their benefits deducted to offset overdue balance;
 - Negotiating pay out settlements with solicitors where debtor is financing or selling property and a Writ of Seizure and Sale is filed;
 - Conducting investigations to determine if client is "one and the same" as identified in the WSIB's writ of Seizure and Sale;
 - Investigating to determine if purchase certificate is issued when business and/or assets have been transferred and recommend to CSR to transfer an overdue balance to successor when a purchase certificate has not been issued;

- Recommending to management alternate avenues of legal activity such as benefit set off, Crown Sharing Agreement, levy penalty totaling new claim costs, etc.
5. Authorizing the issuance of Certificate of Clearances by:
- Obtaining information regarding principal/contractor relationship by telephone, correspondence, audit or by reviewing file;
 - Authorizing Clearance Certificate of \$5,000 or less and/or recommending authorization of clearance certificates on balances greater than \$5000 by confirming length of contract, value of contract, labour portion, calculating Sec. 141 Liability & ensuring employer has met requirements in accordance to procedure prior to authorizing/recommending issuing clearance certificates;
 - Pursuing collection of Sec. 141 liability from principals where clearance of certificate cannot be issued; recommending chargeback of Sec. 141 liability to manager.
6. Obtain, analyze and conduct risk assessment of debtors' financial statements and information to determine ability to pay by:
- Contacting debtors to obtain additional financial information such as financial statements, Income Tax Statements, payroll records, general ledgers, cash disbursement journals and financial hardship packages to examine the accuracy to conduct a financial assessment;
 - Authorizing relief of interest and penalties of \$5,000 or less and/or recommending to manager relief of interest and penalties greater than \$5000 by identifying, gathering, analyzing, calculating and evaluating a financial assessment on a debtor, weighing the evidence, reaching a conclusion and rendering a decision that is in the best interest of the WSIB;
 - Recommending to manager and placing interest holds for debtor accounts.
7. Take part in outbound campaigns and inbound call centre and/or individual telephone lines to negotiate collection of overdue debts by:
- Participating in manager selected outbound (predictive or managed) telephone campaigns to negotiate collection of overdue debts;
 - Greeting the debtor while information is appearing on the system;
 - Navigating through summary screens within legacy systems such as lmany, RESET, ESW and WBS to identify overdue balances and other pertinent data;
 - Requesting outstanding balance and other pertinent information such as outstanding payroll information, financial hardship information, etc;
 - Accessing the system to recalculate balance and then requesting payment;
 - Educating the debtor re compliance obligations and consequences for non-compliance in accordance with WSI Act such as non-payment, reporting of premiums and reporting of claims;
 - Accessing system to summarize status/activity by updating notes to system, appropriate action code and workflow for follow up and future dialing campaigns.
8. Perform other related duties as assigned or required such as:
- Preparing issue sheets and draft responses for executive correspondence when collection action taken has resulted in the debtor requesting an explanation from the Chair's office;
 - Liaising with external agencies and respond to inquiries as a result of their activity;
 - Participating in special projects and assignments.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	Post secondary diploma program of over one year and up to two years in Business Administration or Accounting.
Experience	Total of five years experience. Two years prior experience in collections. Three years experience on the job to reach full working level.
Interpersonal Skills	Influence debtors to agree to a repayment schedule to resolve outstanding debt.
Service Delivery	Have complete understanding beyond the client's immediate needs in order to ensure that payment plans agreed to by employers are not beyond their capacity to honour, and do not create a future financial hardship for businesses.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised to analyze and evaluate financial solutions and recommend best collection options to recover the debt.
Impact	Work impacts WSIB revenue and client finances through the collection of over due balances.
Physical Effort	Work requires periods of increased physical exertion when sitting/keyboarding to update accounts during outbound campaigns and inbound call centres.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as client interviews, reviewing account activity and financial statements, and cross checking account balances.
Environment	Occasional exposure to physical aggression or verbal abuse in person.
Other Work Demands	Lack of control over work pace due to electronically monitored inbound call centre/outbound calls and multi-tasking.

Revised by :


Associate HR Business Partner

Approved By :



Approved By :



Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 205	Job Number 4071	PS Job Code Number 005095
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Job Title : Collections Assistant	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Collection Services	Branch : Collections
Date : April 1, 2012	

Job Summary :

Support the Collections team by responding to internal and external clients inquiries, ensuring the accurate review and processing of collections documents, updating debtor records in various collections systems and preparing documentation for legal action. Conduct internal and external searches and perform skip-tracing activities on "unable to locate" accounts; create and post write-offs.

Major Duties & Responsibilities

1. Provide administrative document handling support to Collections team by:
 - Processing, sorting and distributing all incoming mail and completed searches to the Collections team
 - Creating "to file" cover sheets for documents sent to the DMAS database;
 - Indexing image claim mail and printing documents, from worklist A3287, and forwarding documents to the appropriate area;
 - Forwarding mail to the Records area in Business Services for non-Image claims;
 - Providing I-Many generated letters to the appropriate area for processing (i.e. Canada Post, registered mail, referrals to Operations, Legal Services and other branches of the WSIB).

2. Validate and apply all cheques received in the mail for debtor accounts, within daily deposit deadline by:
 - Verifying information on cheque and contacting debtor or external agency if there are any errors/discrepancies, and if any errors, generating the appropriate letter to return cheques to debtor or external agency;
 - Ensuring that required Treasury statistical information is documented on the envelope before delivery;
 - Ensuring that any correspondence is attached to the Cheque Received Notice for the assigned Collection Specialist to action;
 - Updating the banking template in the I-Many system with banking information, on cheques, for workers claim overpayment;
 - Document details of payments in various systems and spreadsheets, and verify payments received from external agency were applied to correct employer account;
 - Calculating/re-calculating agency commissions, taking into account any incorrect breakdowns or NSF cheques;
 - Completing cheque request forms and forwarding to manager for authorization;
 - Maintaining filing system of all incoming and outgoing transactions for external agencies.

3. Process banking information requests received from Collections Specialists and input into I-Many by:
 - Accessing the appropriate worklist from the Collection system;
 - Performing internal online searches via the LockBox Agent Images and DMAS databases, and the

- S-drive treasury portal;
 - Ensuring that the banking information found is current, via a phone call to the financial institution, Internet search, and/or internal documentation and updating the banking template on I-Many with the information obtained;
 - Referring documentation over to the Collections Specialist for further investigation and/or action, if there is any discrepancy Notifying appropriate parties when search is completed by inputting the appropriate note onto I-Many and updating the action code;
 - Processing requests for external searches, from an external source when unable to obtain banking information internally; and inputting the received banking information into I-Many.
4. Prepare, process and distribute garnishment documents, as requested by:
- Checking appropriate systems to obtain and verify Writ of seizure and sale information;
 - Verifying accuracy of information provided and assigning court file number for no writ garnishments (i.e. SEC139);
 - Delivering and picking up processed garnishment documents from the Hamilton Court house and ensuring the correct legal documents are photocopied and mailed to the appropriate parties after verifying and reviewing current information;
 - Ensuring that I-Many is updated with the appropriate note and maintaining the filing system of garnishments issued and withdrawn;
 - Terminating garnishments both upon request from Collections Specialist and for accounts that are bankrupt or have a zero balance.
5. Perform online searches to locate a variety of information on debtors to assist in the escalation of legal proceedings by:
- Accessing online databases such as the Ministry of Consumer and Business Services (MCBS), Personal Property Security Act (PPSA), Teranet, and Ministry of Transportation to obtain necessary information pertaining to debtors and updating I-Many status information;
 - Monitoring and notifying Secretary to replenish funds for the Prepaid balances of External Supplier search accounts (i.e. MCBS);
 - Performing bankruptcy searches to confirm if a debtor is bankrupt.
6. Create and withdraw online Writs of Seizure and Sale, when warranted, through I-Many by:
- Reviewing to ensure all criteria are met and correct legal name is stated on the documents;
 - Determining in which jurisdiction to file the writ of seizure and sale;
 - Reviewing all systems to ensure accuracy of information;
 - Inputting Writ of Seizure and Sale information into I-Many system and ensuring the system generated Writ of Seizure and Sale has been filed against the account to secure the WSIB's interest;
 - Withdrawing Writs of Seizure and Sale in certain circumstances such as, employer is bankrupt, zero balance, and a major discrepancy in the balance from an existing Writ of Seizure and Sale.
7. Maintain individual Skip Tracing caseload and conduct searches of "unable to locate" accounts, track employers through reviewing DMAS documents and review past history of the account by:
- Actioning I-Many diary to select date & worklist and prior items still outstanding;
 - Conducting internal and external online searches, searching through bankruptcy/receivership/insolvency documentation, and contacting property assessment offices;
 - Tracing workers by conducting internal online searches (WCBM, Imaging, and CICS) and external searches using online telephone directories;
 - Contacting debtors or their representative to update account information (correct name, address, and telephone numbers) and referring information to the correct Account Specialist or Account Analyst to update RESET as well as referring information to Adjudicator to update PARS;
 - Forwarding new employer information to Operations (i.e. SEC146 documents);
 - Updating internal notes in the I-Many system to document all activity taken to locate debtor and completing daily statistics for manager;
 - Referring the account to Legal Services for processing of necessary documentation (i.e. Proof of Claim, etc.) after determining that criteria has been met to refer an account as bankruptcy, receivership, or insolvency;
 - Referring the account to a Collection Specialist if the Employer is found to still be operating.
8. Provide phone coverage by responding to inquiries from debtors, debtor representatives, workers, sheriff offices, banks, etc., and WSIB staff; providing general information to external parties on WSIB policies and procedures, and specific information on accounts.

9. Process write-off and accounts receivable information by:
 - Reviewing, closing and validating reasons for account closure on RESET;
 - Creating the appropriate worksheet in the PeopleSoft application;
 - Verifying the write-off amount from the online system and ensuring correct reason codes are utilized to write off a debt;
 - Inputting the appropriate note into the I-Many system to collaborate the justification of the write off amount;
 - Ensuring the write offs are posted within the established timeframes;
 - Writing off accounts up to \$1,000.00 (the Collection Assistants' authorization) for UTL, Bankruptcy and Receivership Accounts;
 - Validating the necessary authorization levels are in place for accounts greater than \$1,000.00 according to established departmental signing authority;
 - Finalizing transactions by setting them to post in PeopleSoft Accounts Receivable system and notifying Collections Specialist or Collections Assistant if there was a problem posting their transaction;
 - Updating the write off indicator online in RESET to keep data synchronized with Account Receivable data.

10. Complete Sec140 Property Assessment documents, by processing and distributing all tax roll documents received from Collections Specialists, maintaining filing system of tax roll documents, updating the MS Excel database and I-Many system, and withdrawing such documents upon the request of Collections Specialists.

11. Prepare and process documentation for Judgment Debtor Examinations, when requested by:
 - Reviewing examination request forms to confirm all necessary information is present and gathering missing information;
 - Liaising with examiner and sheriff offices, and process servers;
 - Recording examination dates/details in appointment calendar and monitoring to ensure affidavits have been received, cancelling appointments if necessary;
 - Proofreading judgment debtor examination documents and distributing to all appropriate parties;
 - Receiving and submitting invoices from process servers and examiner offices for payment.

12. Perform other duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	High school completion.
Experience	Total of three years experience. One year prior experience in systems and administrative/clerical environment. Two years experience on the job to reach full working level.
Interpersonal Skills	Listen, question and clarify information with internal/external clients on appropriate process to address claim/account concerns.
Service Delivery	Provide a service which requires knowledge of internal/external clients (debtors, debtor representative, banks, workers, collection/other staff) in order to choose the best method of service delivery.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when determining whether to write-off accounts that are deemed unable to locate, determining status of accounts and whether a writ should be lifted or maintained.
Impact	Work impacts employer, worker and WSIB finances when processing garnishments, write-offs and writs.
Physical Effort	Work requires periods of increased physical exertion when photocopying, pushing/pulling when transporting documents less than 20kg to the courthouse and when filing.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching garnishment document information, reading information on the system and reconciling.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone and exposed to inclement weather when walking to and from the courthouse.
Other Work Demands	Lack of control over work pace due to constant interruptions, high volume of work, fixed deadlines and multiple work demands.

Evaluated By JJE 04/01/2012
Committee :

Revision History

Bargaining Unit Job Description

Status: Finalized

Salary Grade 212	Job Number 4070	PS Job Code Number 006365
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Job Title : Business Analyst - Collections	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Assistant Director Collection Services	Branch : Collections
Date : April 1, 2012	

Job Summary :

Develop proactive approaches, statistical tools and methods to support the capture, analysis and reporting of collection data.

Conduct detailed, in-depth analysis to identify emerging payment and industry issues and trends. Analyze current processes, develop approaches/solutions and recommendations focused on business collections and planning processes. Implement organizational and technological changes and revised work processes.

Act individually, as a project manager, or a project team member in order to monitor and report on business operations.

Major Duties & Responsibilities

1. Use proactive approaches, statistical tools or other methods to analyze, interpret, summarize and report/present findings on data collected, ensuring analysis is sound. Provide advice, opinion and information on research in order to draw conclusions about findings
2. Monitor, condense, consolidate and summarize collections data and transform data into comprehensive monthly collection reports, trends in payments, industry trends, past experiences, and forecasts to identify problem areas and to improve productivity. This includes creating ad hoc reports for Senior Management by collecting information, analyzing it and compiling future trends analysis
3. Provide knowledge to resolve program problems and maintain the system by:
 - Investigating the issue and determining the scope of the problem;
 - Determining if there are any alternative ways of addressing the issue before submitting the issue for a change; recommending or proposing solutions for the change;
 - Conducting user acceptance testing and providing sign-off for implementing a change into production;
 - Communicate both verbally and in writing, any changes to all users and update any required documentation with that respective change.
4. Implement organizational and technological changes and revised work processes by:
 - Developing new work models, assisting management in the redesign of workflow into the area and work processes to suit the model, analyzing impacts on WSIB and control-related issues and adapting accordingly, and keeping abreast of legislative/policy/administrative changes, which may impact branch services and proactively notify management of any sensitive issues;
 - Presenting recommendations to management and staff, educating staff in new approaches, and

- developing reports to reflect realignment;
- Participates in developing system enhancements for system changes to troubleshoot between branches and develop new inter-branch processes.

- Participate in the operational planning process and other strategies for the future for improved service delivery by:
 - Assisting the Director with the investigation of new strategies;
 - Conducting focus groups and presenting to internal or external stakeholders;
 - Analyzing statistics, graphing the results, and initiating implementation or monitoring progress of others when approval is received.
- As a project manager, develop project plans by:
 - Setting project goals, objectives, working within budget guidelines and timeframes;
 - Determining priorities, benchmarks, timing of major steps, measurable checkpoints, changing timeframes when appropriate, determining resources and working within established budget; establishing project team, working collaboratively across operational boundaries to establish relationships and access resources, assigning responsibility for project tasks; identifying obstacles and developing and assessing alternatives to resolve problems, identifying best solution and revising project plan as may be required;
 - Providing coaching, guidance, and assistance to project team members and provide input to management on staff performance during the course of projects.
- Assist management with developing collection campaigns by determining which campaigns should run after reviewing records (e.g. clients with outstanding debts, message left with no response, information received and following-up)
- Perform other related duties as required or assigned.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a specialty focus in business administration or computer science.
Experience	Total of six years experience. Three years prior experience in financial business analysis, quality assurance. Three years experience on the job to reach full working level.
Interpersonal Skills	Present and facilitate understanding of business requirements for production system changes or development.
Service Delivery	Probe the customer for business needs when participating in the creation of new work models, and redesign of workflow and work processes.
Leadership	As project manager, assign project tasks, provide assistance to team members and provide input on team member performance during the course of projects.
Judgement	Judgement is exercised when analyzing current system issues, identifying and evaluating options and making recommendations/decisions focused on business collections and planning processes.
Impact	Work impacts the integrity, analysis and reporting of data, and effectiveness of collection systems and processes.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such reading manuals and listening to webinars for system solutioning.
Environment	General office environment.
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 212	Job Number 4229	PS Job Code Number 006632
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Job Title : Financial Systems Analyst - Collections	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Director Collections	Branch : Collections
Date : April 1, 2012	

Job Summary :

Create computer programs and queries in order to generate reports that meet branch business data capturing needs.

As project team lead, create and implement new and/or enhancement changes to existing financial systems. Provide ongoing frontline user function system support, database administration, and business analytics.

Major Duties & Responsibilities

1. Create and update computer programs and queries (e.g. macros, applications, etc) to meet branch business data capturing needs by:
 - Researching, identifying, and extracting data from existing branch technology (RESET, WBS, TSOD, I-Many Collection System, etc);
 - Monitoring and identifying patches, service packs, new releases and upgrades to PeopleSoft, Avaya Dialer, and I-Many Collection system.
2. Create comprehensive business reports and control processes/routines using data extracted from the Collection systems and other systems by:
 - Assessing individual needs of the branch management/client;
 - Compiling and transforming the data collected into a form appropriate for analysis;
 - Tailoring the report to an appropriate level of detail and with the appropriate client focus.
3. Create and implement new and/or enhancement changes to existing financial systems by:
 - Researching, identifying, and analyzing Collection business trends;
 - Translating business requirements from the systems owners and assisting them in the preparation of functional system specifications that will define clearly what the new systems or enhancements are intended to accomplish, including process controls and reporting;
 - Working with BTS to translate the functional system specifications into technical specifications ensuring that planned financial system features or enhancements meet systems owners' needs as defined in business requirements and functional system specifications;
 - Preparing test plans, test cases, test scripts for but not limited to: PeopleSoft Enterprise Resource Planning (Accounts Receivable), PeopleSoft Enterprise Performance Management, etc; documenting all business requirements for reports, data analyses, training, service levels, data quality, system performance, and other business needs.
4. Assist system owners in the preparation of business cases for new financial systems or enhancements to existing ones by:
 - Working closely with other affected stakeholders;

- Consulting with other experts;
 - Examining existing policies, procedures and systems to obtain information required for appropriate documentation.
5. Work as Financial System Analyst lead during the life cycle of projects to implement changes and/or enhancements to financial systems, monitor and provide ongoing updates on project progress, co-ordinate workflow, clarify issues, resolve problems, and serve as central contact between team members, system owners, and BTS.
6. Participate in the different phases of system testing by:
- Working with BTS to ensure that the system environments for User Acceptance Testing (UAT) are set-up and that users have the appropriate systems access to perform user testing;
 - Logging with BTS details of any output discrepancies that need investigation and system corrections;
 - Following-up with BTS to ensure that system changes are implemented in a timely manner.
7. Develop training and educational materials and documentation. Deliver train-the-trainer information sessions on important system process changes to provide trainers and/or subject matter experts with information to train staff in their area.
8. Perform other related duties as required or assigned.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a specialty focus in systems programming/finances.
Experience	Total of six years experience. Three years prior experience in financial/business systems analysis, quality assurance, testing and programming. Three years experience on the job to reach full working level.
Interpersonal Skills	Facilitate understanding when interpreting business needs and requirements to prepare functional systems specifications, and write system manuals and training documentation.
Service Delivery	Probe the customer to gather information in order to determine feasibility of system changes or additional functions.
Leadership	As a project lead, schedule the work of others, review work, adjust priorities, and re-organize workload.
Judgement	Judgement is exercised when developing new system applications, resolving system issues, investigating and testing possible solutions, and making appropriate recommendations.
Impact	Work impacts effectiveness of collection related financial systems and data reporting.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching system test results and data for reports, editing manuals and technical specifications documents, and reading manuals.
Environment	General office environment
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 212	Job Number 4081	PS Job Code Number 006370
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Job Title : Business Analyst - Employer Audit	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Director Employer Audit Services	Branch : Employer Audit
Date : April 1, 2012	

Job Summary :

Provide a quality assurance role by analyzing, monitoring and reporting on daily audit business operations and systems, analyzing current processes and developing, implementing, and evaluating management controls and performance reporting systems to ensure they support and align with annual EAS (Employer Audit Services) business plan. Identify, develop and implement change and improvement initiatives and provide support to branch management and staff in the ongoing delivery of revenue education and audit services to their customers.

Provide advice, expertise and technical guidance to EAS management and staff on current business rules, programs, initiatives, policy, systemic and classification changes/issues.

Plan, coordinate and lead projects toward the implementation of organizational and technological changes effectively improving current operational efficiencies, procedures, guidelines and work methods. Provide security and administration support to all branch supported applications.

Major Duties & Responsibilities

1. Provide a quality assurance role through ongoing support to EAS management and staff in the delivery of the audit program by:
 - Ensuring core branch business activities, current audit programs/initiatives are compliant with WSIB policies and legislation;
 - Facilitating and contributing to the audit/business planning process including writing the audit plan developed in collaboration with EAS management team;
 - Developing and documenting business requirements for the annual plan, providing relevant data analysis and industry trends of audit findings and recommending audit candidate targets that exhibit the highest levels of noncompliance;
 - Monitoring and reporting on daily audit business operations to Branch management;
 - Extracting, analyzing and measuring EAS audit outcomes to provide a sound basis for management decision making;
 - Identifying resource requirements and writing business cases as required;
 - Recommending future initiatives to better align EAS business plan with corporate fundamentals and changes in strategic objectives.
2. Review and evaluate current business processes/procedures, and identify improvement opportunities and control deficiencies by:
 - Identifying impacts of policy, procedures and systemic issues to audit program;
 - Conducting preliminary reviews based on complaints raised or opportunities identified with

- management and staff;
 - Facilitating program development through research, analysis and investigations into business processes and identifying, documenting, training, implementing, and supporting EAS efficiency process improvements;
 - Developing innovative solutions/improvement opportunities, options, business impacts, risk assessments including implementation requirements and strategies;
 - Educating staff and providing ongoing support in the new approach/business process as the subject matter expert;
 - Designing and/or developing procedures, process, tools, correspondence and document templates to support needs of EAS staff;
 - Developing, designing and evaluating new business process models by selecting and applying appropriate business engineering methods and tools;
 - Providing analysis on financial and operational impacts of newly developed processes, services and programs.
3. Act as branch technical resource in providing systems and analytical expertise to clients including EAS staff, management, vendors and government agencies by:
- Maintaining all production EAS databases;
 - Generating and analyzing data from various systems (e.g. write/modify/debug program code to extract data from the Information Warehouse (I/W) using SQL and SAS), ensuring data integrity, and all report upgrades are tested, documented and communicated to EAS management and staff; establishing schedules to capture data used for analysis and EAS management reporting;
 - Identifying, analyzing and documenting business requirements for new databases and management reports or systems enhancements;
 - Providing input into the selection of external vendor products/services including researching and documenting RFIQs and RFPs;
 - Designing and developing technical solutions and relevant test plans including completing user acceptance testing, implementing and validating implementation of the solution;
 - Acting as central Helpdesk for EAS by investigating problem logs, identifying the root cause of problems, troubleshooting solutions and implementing fixes into production;
 - Ensuring proper access/security/usability is maintained for all audit databases.
4. Act as subject matter expert in providing business and analytical expertise on employer audit processes and information by:
- Representing the branch on various inter-divisional committees, projects teams and/or initiatives with internal (such as Revenue Division) and external business partners (such as CRA);
 - Collaborating with working groups on the development of new policies, guidelines and WSIB literature, ensuring accuracy in application of WSIB policy and legislation;
 - Negotiating, writing and implementing partnership agreements to create effective linkages between EAS and other WSIB branches;
 - Preparing and delivering training, information sessions and presentations to both internal and external partners on audit program/new audit initiatives; conducting focus group sessions to solicit input, engagement and support on current processes or future initiatives;
 - Providing written and verbal responses to audit program inquiries from internal/external clients.
5. Conduct comprehensive research and analysis of internal and external information to support the audit program by:
- Determining and obtaining the proper source data that supports the expected results and transforming captured data into business intelligence;
 - Compiling information from other organizations (CRA) and performing comparative analysis identifying industry trends;
 - Identifying high risk non-compliant employers based on analysis of information from other internal partners;
 - Documenting research findings and making recommendations in support of new initiatives, the audit plan, and the EAS business plan.
6. Participate in the development of key performance objectives for the Branch and individual positions at all levels by:
- Reviewing/analyzing EAS business operations and developing / maintaining performance standards for existing and newly developed organizational models and initiatives including performance indicator reports;
 - Monitoring branch and EAS staff performance indicators against established standards including review of EAS staff application of procedures and advising appropriate level of management of

- findings;
- Recommending and / or conducting skill refresher training where necessary.

7. Act as a Project Manager with internal/external partners on various projects to develop, coordinate and implement organizational/technical changes by:
- Developing and implementing project plans including project goals, objectives, schedules and deadlines;
 - Coordinating and monitoring work of team members, identifying and resolving problems;
 - Providing regular progress reports to management and ensuring satisfactory completion of projects within budget.
8. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a specialty focus in commerce or business.
Experience	Total of four years and seven months experience . Three years prior experience in project management, system testing, process re-engineering and accounting and WSIB revenue experience. One year and seven months experience on the job to reach full working level.
Interpersonal Skills	Prepare background and research papers on policy application, strategic recommendations, trend reports, business plans, audit plans, business cases and recommendations for business process changes.
Service Delivery	Probe the customer and gather information to understand issues and to identify improvement opportunities for program enhancements.
Leadership	As project lead, assign and adjust work of others and provide advice and direction to project team members. Provide formal technical training to employer audit staff.
Judgement	Judgement is exercised when identifying, developing and implementing change and improvement initiatives to support Employer Audit Services branch.
Impact	Work impacts the efficiency and effectiveness of employer audit systems, databases, processes and procedures.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching mainframe data sets for structure and accuracy, and reconciling audit results with systems.
Environment	General office environment.
Other Work Demands	Moderate control over work pace due to fixed deadlines and multiple work demands.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 210	Job Number 4072	PS Job Code Number 006215
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Job Title : Desk Auditor	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Employer Audit	Branch : Employer Audit
Date : April 1, 2012	

Job Summary :

Conduct desk audits of any Schedule 1 employers with annualized insurable earnings of less than \$300,000 including multi-rated firms to a maximum of two rate groups in order to ensure compliance with appropriate sections and regulations of the WS&I Act relative to industry classifications, worker status and payroll reporting. Conduct other audit work regardless of insurable earnings or rate group threshold.

Promote employer awareness of WSIB legislation, policies, procedures and programs.

Major Duties & Responsibilities

1. Conduct desk audits of employer accounts with annualized insurable earnings of less than \$300,000 including multi-rated firms to a maximum of two rate groups by:
 - Reviewing WSIB accident cost records and employer records for information, proper classification, allocation and distribution of costs, and confirmation that workers are employed at the time of accident;
 - Registering/reinstating/closing employer accounts;
 - Determining firm's proper classification by interviewing employers, reviewing advertising brochures, invoices, tenders, contracts, clearance certificates and the internet
 - verifying employer's reported insurable earnings based on analysis of employer's financial documents (such as payroll records, general ledgers, time cards, subcontractors ledgers);
 - Verifying executive officer earnings and deductions to ensure optional insurance reflects annual insurable earnings;
 - Verifying the identity of firm's officers and directors and ensuring executive officers are bona fide officers of the corporation;
 - Evaluating responses to industry specific questionnaire to determine worker/independent operator status;
 - Conducting occasional visits to employer sites, as required, to carry out audit and other audit work;
 - Preparing documentation regarding retroactivity of adjustments, cancellation of reporting penalties, existence of employer/worker irregularities and classification of business activities, as required approvals;
 - Liaising with Operations for issuing refund cheques;
 - Forwarding information to Prevention Services regarding adjustments to claims allocations on audited accounts;
 - Responding to special requests for reconciliation or reconstruction of an employer account with respect to audited years.
2. Conduct employer account and industry reviews and surveys and other audit work by:
 - Analyzing employer specific documents, such as payroll records, general ledgers, articles of incorporation, to ensure appropriate reporting and reconciliation of insurable earnings;

- Performing summary analysis of business within the same industry, contacting industry associations, reviewing industry specific processes and company websites; reporting findings and providing recommendations to branch management including participating in process of resolving identified issues;
 - Identifying grey areas and/or inconsistencies in WSIB employer related legislation and policies, and the current classification scheme, and providing detailed information (through fact/issue sheets) of findings and recommendations to Branch management;
 - Participating in a team environment (or individually), in developing/enhancing tools;
 - Reclassifying employer business activities and processing required adjustments to accounts;
 - Conducting post audit compliance review which includes a critical analysis of relevant data of the original audit and other available information to record findings and recommend if a follow up field audit is warranted;
 - Completing the post-audit compliance review checklist after conducting critical and trend analysis on reported insurable earnings, deductions, classification changes and claim history.
3. Communicate Employer Audit decisions to employers and their representatives verbally and in writing by:
- Documenting audit findings and new information identified based on statutory requirements and application of appropriate WSIB regulations and policies;
 - Preparing detailed correspondence and explaining audit/reclassification decisions to the employer by telephone;
 - Communicating with employers by phone to persuade them to participate/complete a survey or to provide the WSIB with sensitive and/or confidential information.
4. Process employer account adjustments resulting from field and desk audit decisions by:
- Calculating and updating employers' accounts to reflect audit decisions into CICS and RESET;
 - Processing Appeals and/or WSiAT decisions within approved branch processing guidelines and time frames;
 - Vetting audit reports and supporting documents before forwarding to Document Management & Access (DM&A) to ensure the removal of third party information;
 - Filing reinstatements and opening/closing accounts, as required; recalculating and/or cancelling compliance charges including interest on overdue/credit balances and reconciliation interest;
 - Completing Merit Adjustment Premium Plan (MAPP) evaluation worksheet to determine the employer's eligibility for the program and forward to Prevention Services for calculation and revision of premium prices;
 - Updating employer account with new premium rate(s) and inputting audited payroll at the revised MAPP premium rate(s).
5. Promote employer awareness of WSIB policies, procedures and programs by:
- Responding to general inquiries about various WSIB policies, procedures and programs, and referring complex enquiries regarding prevention and disability management to the appropriate operating area;
 - Explaining application of policies and procedures relating to registration, classification, insurable earnings, worker/independent operator status;
 - Explaining objection process, legal rights and obligations under the WSI Act, consequences of non-compliance; and, assisting with completion of various documents and forms.
6. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with specialty in business administration, accounting or commerce.
Experience	Total of three years and two months experience. Two years prior experience in accounting, payroll, office administration or revenue/finance. One year and two months experience on the job to reach full working level.
Interpersonal Skills	Provide information and advice to external clients on WSI Act, policies and procedures including explaining decision and policy application and preparing detailed and comprehensive audit reports.
Service Delivery	Probe the employer to obtain information required in order to complete an audit.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when conducting employer audits and industry specific classification reviews.
Impact	Work impacts WSIB revenue through auditing employer accounts and processing field audits.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as reconciling employer accounts, reading and proofreading completed audits, checking and matching accuracy of RESET data with audit reports and listening when conducting telephone interviews regarding business activities.
Environment	Occasional exposure to verbal abuse/threats on the phone.
Other Work Demands	Moderate control over work pace due to fixed deadlines, constant interruptions and multiple work demands.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 212	Job Number 4080	PS Job Code Number 006214
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Job Title : Field Auditor	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Employer Audit	Branch : Employer Audit
Date : April 1, 2012	

Job Summary :

Conduct field audits and other audit work from an assigned workload of Schedule 1 employer accounts to ensure a level playing field and premium revenues. Provide WSIB with an assurance of employer reporting compliance: industry classification, status determination and insurable earnings.

Provide advice and guidance to employers on rights and obligations under the Act with respect to classification, reporting insurable earnings and remitting premiums as well as promoting awareness and educating on WSIB compliance policies and procedures.

Major Duties & Responsibilities

1. Manage a workload of assigned employer accounts which includes conducting pre-audit reviews to ensure all relevant information is available to proceed with field audit; scheduling, notifying and explaining the audit process to employers; sending notification pending audit to Employer Service Centre which may include discussing any outstanding employer issues.
2. Conduct end-to-end audits/other audit work of Schedule 1 employers within all WSIB industry classifications to ensure compliance relative to business classification, payroll reporting, legal status/executive officers, status determinations/subcontractors, Occupational Health and Safety as follows. This includes auditing firms with multiple files and multiple rates, associated companies, operations intermingled between Ontario and other national and international jurisdictions; researching and analyzing employer account information including review of internal systems (RESET, CICS, DMAS, ACME, Connex, WSIB website), external sources (Ministry of Consumer and Business Services), other periodical publications, on-line research of industrial activities and processes, conducting internet searches (employer websites, trade/association websites, government websites):

Classification of Business Activities:

- Inspecting employer premises, interviewing employers and workers; reviewing competitor files, contracts, job descriptions and claim history and determining employers' correct classification in accordance with WSIB policy.

WSIB Insurable Earnings Reporting:

- Examining employers' payroll reporting to ensure insurable earnings have been appropriately reported and reconciled by analyzing employer financial records (statements, journals, ledgers, contracts, cancelled cheques);
- Reviewing WSIB accident cost records and employer records to ensure the correct allocation of claims to respective classification units, confirming that a worker was employed at the time of an accident; verifying appropriateness of amounts deducted as excess earnings; verifying deductions under "ineligible earnings" for out of province earnings including verifying amounts paid to other provinces; verifying ineligible earnings for non-insurable benefits, such as severance pay and maternity top up benefits; ensuring that payroll segregation is maintained and based on actual labour costs as well as ensuring correct reporting of volunteer forces (firefighters, emergency

- workers);
 - Analyzing and evaluating payroll records and insurable earnings reporting of single-rated and multi-rated employers; examining the segregation and proration of earnings for multi-rated employers and determining whether a firm appropriately qualifies for multiple rates.
- Legal Status/Executive Officers:**
- Ensuring that executive officers or directors are "bona fide" executive officers of the corporation as recorded in the corporate minute book and MCBS filings as well as ensuring job responsibilities meet WSIB policy criteria; verifying executive officer earnings deductions; ensuring amount of optional insurance in effect reflects annual insurable earnings of each executive officer or director;
 - Confirming operating entity and legal names to ensure proper registration with the WSIB based on review of articles of incorporation/amendment and other amalgamation documents, business registration, master business license and partnership agreements.
- Status Determinations/Subcontractors:**
- Examining and analyzing employers' reporting and documentation, such as financial records/statements, journals and ledgers, contracts, cancelled cheques;
 - Assessing responses given on industry-specific questionnaires against company contracts, records and terms of working relationships and determining status of an individual/subcontractor (worker, registered/unregistered employer, independent operator);
 - Contacting unregistered employers to educate on their reporting obligations and following up to ensure registration of their business.
- Occupational Health and Safety:**
- Collecting data relating to employers' first aid records as required in First Aid Regulation and Joint Occupational Health and Safety Certification to verify compliance within the Occupational Health and Safety Act;
 - Providing employers with health and safety resource material and WSIB prevention information contact.

3. Communicate and implement audit decisions by:
 - Completing required audit documents and referrals to other operating areas;
 - Confirming/overturning or recommending changes to decisions from other operating areas relative to industry classification, status determination and payroll reporting; rendering decisions on worker/independent operator status;
 - Meeting with employer to communicate and present audit findings and confirming audit results and rationale for decisions in writing;
 - Authorizing the processing of audits with zero, debit and credit adjustments in accordance with the delegated authorization matrix and/or recommending to management those which exceed delegated authority;
 - Providing explanations to employers and/or third parties on processed financial transactions and account balances;
 - Closing accounts (such as, ceased operating, business discontinued, bankruptcies, receiverships), authorizing the registration of unregistered employers and forwarding contract information to Collection Services where a potential liability may exist recommending post audit compliance reviews;
 - Informing parties of their right to appeal decisions and providing information on the appeal process, legal rights, obligations under the Act and consequences for noncompliance.
4. Reconsider audit decisions by:
 - Discussing options with employer and/or third party representatives to resolve issues;
 - Analyzing additional information provided which may involve revisiting the firm's premises to verify new/additional information;
 - Identifying and addressing all new issues by preparing an issue sheet, rendering and communicating a new decision or upholding original decision including providing detailed rationale for the decision;
 - Preparing audit reconsideration material for independent review by Appeals Branch and WSIAT;
 - Ensuring all audit and appeal documentation is maintained in employer's record or file.
5. Perform other related duties as assigned or required, such as:
 - Preparing issue sheets to management recommending potential procedural/policy changes;
 - Identifying issues relative to potential noncompliance as well as new/emerging trends in employer reporting and industry practices.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a specialty in business administration, accounting or commerce.
Experience	Total of three years and three months experience. Two years prior experience in accounting and/or financial field. One year and three months experience on the job to reach full working level.
Interpersonal Skills	Prepare issue sheets for objections explaining the WSIB's position, addressing employer and representative issues and recommending policy/procedural changes.
Service Delivery	Probe the employer to obtain information required and tailor the audit process to meet special circumstances of the employer.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when conducting employer audits and industry specific classification reviews.
Impact	Work impact changes to employer classification and/or policy through recommendations resulting from analysis and review of industry trends.
Physical Effort	Work requires periods of increased physical exertion due to the lifting and carrying of laptop, briefcases and files, sitting when driving, and writing of notes during interviews with employers.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching payroll records, reconciling reports, listening and observing when inspecting employer premises and conducting audits.
Environment	Frequent field work when conducting employer audits.
Other Work Demands	Moderate control over work pace due to fixed deadlines, and multiple work demands.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
206	4321	005432

Job Title : Employer Audit Administrator (Prev. Program Assistant Employer Audit)	Cluster/Division : CSO - Compliance Services Div
Supervisor's Title : Manager Employer Audit	Branch : Employer Audit Branch
Date : April 1, 2012	

Job Summary :

Provide program assistance by facilitating timely communications between internal/external clients and staff, processing field audits and other audit work and providing information services in response to revenue related enquiries.

Major Duties & Responsibilities

1. Facilitate timely communications between internal and external clients and staff by:
 - Linking internal clients and external customers to Auditors in the field through answering incoming calls from clients, taking messages and, via e-mail or phone, relay messages to Auditors.
 - Answering incoming telephone calls, determining nature of call and appropriate area/person to handle call, locating audits within tracking system to provide information, answering routine queries on the assessment/audit processes; routing the call to the appropriate audit staff or relaying messages as required.
 - Accessing several screens within CICS, ACME and RESET in order to supply Field Auditors with up to the minute employer account information.
 - Responding to e-mails and addressing other issues in writing as required.
2. Process field audits and other audit work by:
 - Processing non-monetary updates to employers accounts, and monetary updates within level of authority, such as, adjustments approved by an Auditor, within his/her approval limit.
 - Updating Canada Revenue Agency Business Number and bank information.
 - Processing changes of name and address and account links for associated firms.
 - Reconciling audit information in RESET, and completing and mailing Auditor's letter to the employer informing of the adjustment; Processing new account. and independent operator registrations by checking RESET to ensure that a duplicate account does not exist and assigning the account to the appropriate Auditor.
 - Sending an e-mail to Employer Service Centre requesting registration kit to be sent to the newly registered employer;
 - Completing Merit Adjustment Premium Plan (MAPP) evaluation worksheet to determine the employer's eligibility for the program and forward to experience rating for calculation and revision of premium prices.
 - Updating employer accounts with new premium rate(s) and inputting audited payroll at the revised MAPP premium rates(s).
 - Forwarding information obtained from auditor to experience rating via claims transfer memo regarding adjustments to claims allocations on audited accounts.
 - Performing manual workarounds due to system constraints for example on eClearance to allow eligible employers to remain eligible for clearance. certificates and on eRegistration to automatically transfer

- information to RESET.
 - Placing interest holds on applicable debit adjustments by completing interest hold forms.
3. Provide information services by:
 - Responding to employer/representative enquiries by telephone concerning issues such as new businesses, registrations, premiums, billings, account receivables, the appeal process, clearances and general information.
 - Explaining account transactions and balances, and providing status of accounts, appeals and manual adjustments.
 - Updating on-line information such as ownership corrections, trade name, additional branch locations, address changes and cross referencing with parent/associated company files.
 - Referring enquiries and issues for further information or clarification to appropriate service providers.
 4. Provide audit program assistance by:
 - Printing audit documents daily using "Auto Print" function and checking for completeness.
 - Organizing, printing and reviewing objection packages for completeness prior to referral.
 - Receiving, date stamping, sorting and allocating incoming mail to staff based on employer postal code or as directed.
 - Scanning and forwarding employer correspondence by e-mail to field staff addressed in inquiry.
 - Updating information on audit tracking systems for tracking customer and representative objections and correspondence.
 - Checking Employer Audit Services Database to ensure that incoming correspondence is appropriately actioned.
 - Investigating returned mail and identifying sender.
 - Handling cheques received from employers by ensuring they are complete and accurate, completing cheque logs and hand delivering them to the Cashier's office in Treasury for deposit.
 - Forwarding first aid check list to Prevention by e-mail.
 - Arranging for mail to be couriered to field staff weekly or on a priority basis.
 - Organizing and distributing materials.
 5. Provide administrative and clerical support to management staff and Audit Team by:
 - Typing a variety of material such as reports, correspondence, acknowledgement letters, using appropriate software applications (such as, Word).
 - Making travel arrangements for management and Auditors through the Travel Office.
 - Maintaining and ordering office supplies, forms and equipment.
 - Requesting conversion of microfiche as required; Faxing information on behalf of the branch to appropriate parties as required.
 6. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	Post secondary diploma up to two years in business administration.
Experience	Total of two years and eight months experience. One year and six months prior experience in computer software applications and business administration processes. One year and two months experience on the job to reach full working level.
Interpersonal	Explain account specific information such as status of account balances, transactions, audit adjustments pertaining to employer accounts, appeals process, obligations, and non-compliance penalties to ensure understanding.
Service Delivery	Respond to enquiries/requests from employers/their representatives and Field Auditors .
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when determining whether to process adjustments or return to field/desk auditor for further clarification during the validation process.
Impact	Work impacts the efficient and accurate processing of employer audits, premium rates and clearance certificates.
Physical Effort	Work requires increased physical exertion when keyboarding to process adjustments and sorting/filing expense reports, audit packages, and incoming mail.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching printed audit packages with online audits for completeness and accuracy and (Merit Adjustment Premium Plan) MAPP report for rate changes.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone.
Other Work Demands	Lack of control over work pace due to constant interruptions, multiple work demands, conflicting priorities and fixed deadlines.

Evaluated By JJE 11/06/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
212	4083	006596

Job Title : Revenue Audit Issues Analyst	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Assistant Director	Branch : Employer Audit
Date : April 1, 2012	

Job Summary :

Research and analyze revenue related decisions including conducting quality assurance reviews of objections to auditor decisions for adherence to legislation, operational policy and administrative guidelines. Prepare appropriate documentation to request clarification or reconsideration of such decisions and make recommendations to management that will lead to the closing of policy gaps, identification of "grey areas" and an overall reduction in revenue leakage.

Assist the Senior Employer Audit Advisor with the development and preparation of background materials for Legal Services for submissions for upcoming WSIAT hearings, and act as a technical resource for Branch and internal staff on revenue issues.

Major Duties & Responsibilities

1. Research and analyze revenue related decisions and objections to auditor decisions for adherence to legislation, policy and guidelines and to ensure consistency and quality in the Branch Staff decision-making process particularly in the areas of classification, worker status and insurable earnings by:
 - Completing a comprehensive review of the employer file and identifying all underlying issues;
 - Identifying key elements of the decision and determining if any weaknesses exist in the decision making process;
 - Determining if information is required from other branches (i.e. Benefits and Revenue Policy Branch, Legal Services, Service Delivery, Operations);
 - Assembling research findings and determining if trends are developing that are an issue or concern;
 - preparing documentation to request clarification or reconsideration;
 - Developing and presenting to Branch management, a discussion paper which includes a recommendation to request clarification or reconsideration and the underlying reasons, to advise management of revenue policy concerns/problems.
2. Assist Senior Employer Audit Advisor with the preparation of background information for submissions to Legal Services for upcoming WSIAT hearings by:
 - Completing a preliminary investigation and analysis of the employer firm file and creating a chronology of events;
 - Identifying legislation, policies and other factors which are appropriate to the issues surrounding the case;
 - Liaising with other branches (e.g. Service Delivery, Operations) to ensure background information pertaining to the hearing is available.
3. Develop options for management which will address general revenue related issues and concerns and tips for improving objection materials. This involves:

- Identifying and evaluating trends or needs related to employers within specific industries and recommending changes to improve outcomes;
 - Developing guidelines for reference until new policy is established and communicated to staff.
4. Act as a technical resource to Branch staff and other internal clients (e.g. Service Delivery, Operations) related to the appropriate application of policy and possible courses of action to assist with, or resolve, complex revenue issues/problems related to industry classification, worker status, insurable earnings, change of ownership, mergers and amalgamations, etc.
 5. Develop and deliver information sessions/workshops geared to elevate the quality of decision making and, as a result, increase the consistency of revenue-related decisions. Mentor new Branch staff and other internal clients on all aspects of revenue related issues/concerns and policies in order to enhance their skills and improve their performance with respect to decision making.
 6. Respond to inquiries, objections and politically sensitive correspondence received by Branch management, which request justification/interpretation of sections of the Act, of WSIB's revenue policies and premium rate setting.
 7. Participate in special assignments and projects which may include:
 - Conducting industry classification reviews by researching and analyzing industry trends, new technologies and business processes, actuarial data; recommending changes to the classification scheme;
 - Assisting Branch staff in the preparation and presentation of employer seminars and information sessions which address complex revenue issues.
 8. Perform other duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a specialty focus in business administration, accounting or commerce.
Experience	Total of five years experience. Three years prior experience in revenue. Two years experience on the job to reach full working level.
Interpersonal Skills	Advise on the intent and meaning of policy and possible courses of action to assist in decision making or resolution of revenue issues/problems.
Service Delivery	Determine the true needs of the client in order to make recommendations to management that will lead to the closing of policy gaps and an overall reduction in revenue leakage.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when identifying and evaluating trends or needs related to employers within specific industries and recommending changes to improve outcomes.
Impact	Work impacts revenue audit decisions through quality assurance reviews of objections.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as reading and researching decisions, legislation and policies.
Environment	General office environment.
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Evaluated By JJE 04/01/2012
Committee :

Revision History

Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
215	4369	006113

Job Title : Senior Employer Audit Advisor	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Assistant Director	Branch : Employer Audit
Date : June 5, 2013	

Job Summary :

Provide technical leadership on revenue policy issues (e.g. classification, insurable earnings, retroactivity) that impact the Branch.

Identify revenue leakage reasons, underlying trends, devise solutions and advocate for change as necessary. Co-ordinate Branch implementation of revenue/audit policies, procedures and guidelines.

Identify revenue related strategic implications and financial risks associated with WSIAT and Appeals Services decisions and address issues in collaboration with Operations, Legal Services and Revenue Policy.

Major Duties & Responsibilities

1. Examine WSIAT and Appeals Services decisions to identify financial repercussions for WSIB, identify decisions that need to be clarified or reconsidered and devise solutions. This would involve:
 - Analyzing issues (e.g. is the decision precedent setting or time sensitive? will implementation of the decision require new procedures or practices? is a policy change required?);
 - Making recommendations on settling issues and their resolution as benchmarks for future reference;
 - Provide the Branch with direction and assistance to implement WSIAT and Appeals Services decisions.
 - Assess and strengthen Branch submissions to Appeals Services.
2. Work with Operational Policy and the Employer Service Centre to develop strategic policy proposals resulting in modifications to the Operational Policy Manual (OPM) by:
 - Fulfilling a quality assurance role on specific revenue issues;
 - Assisting in formulating policy recommendations;
 - Assisting in development of amendments to the OPM;
 - Advising staff on unusual situations which may not be fully described in the OPM and Employer Classification Manual (ECM).
3. Plan, co-ordinate and lead project teams consisting of staff from operating areas, Legal, Actuarial working on resolution of revenue issues (e.g. classification loophole, unclear policy). This involves research to determine consistency with legislation/WSIB policy/guidelines, editing early drafts of discussion papers and guidelines, consolidating results into a formal report or discussion paper, ensuring quality control upon implementation, establishing reporting/monitoring functions for new processes, ensuring satisfactory completion of projects/deadlines set by senior management are met.
4. Collaborate with Operational Policy and Legal Services to prepare WSIB submissions for upcoming WSIAT hearings and develop strategic solutions for senior management approval. This involves identifying key points to be included in a submission, conducting in-depth research and analysis on Appeals decisions,

WSIAT hearings and potential WSIAT decision reconsiderations, identifying and addressing any potential issues of non-compliance with policy, preparing research papers and interpretation of corresponding legislation/regulation/policy.

5. Provide advice, guidance and information to Branch management by troubleshooting policy/program/procedure issues; acting in an advisory role on the policy/procedure development process, analyzing and synthesizing information into background and research papers and recommending changes to improve service delivery.
6. Act as a liaison with systems enhancement projects to ensure effective business rules are incorporated into systems specifications; translate required procedural changes into training and education; upgrade documents and presentations for all Audit staff and management as well as participate in training Branch new hires by creating learning objectives, lesson plans, lesson material and delivery guides.
7. Work closely with staff from the Branch and Employer Service Center to co-ordinate the implementation of revenue/audit policies, procedures and guidelines. Consult with operating areas on basic points of consistency and application to ensure agreement.
8. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with specialty focus in business administration, accounting or commerce.
Experience	Total of twelve years experience. Seven years prior experience in revenue or audit. Five years experience on the job to reach full working level.
Interpersonal Skills	Prepare amicus curiae submissions to WSIAT for reconsideration of decisions and policy implication.
Service Delivery	Determine the true needs of the client in order to review and provide advice on issues related to classification, policy or revenue.
Leadership	Provide formal training and ongoing guidance to Field Auditors, and provide feedback to management on performance.
Judgement	Judgement is exercised to examine and analyze all revenue related Appeals/WSIAT decisions to identify strategic implications and financial risks to WSIB and whether implementation of the decision will require change to policy, procedures or practices.
Impact	Work impacts the revenue program by providing strategic recommendations regarding revenue issues, trends and financial risks.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as studying WSIAT and Appeals Branch decisions, researching and analyzing information to identify issues and listening to exchange information during meetings with management and legal counsel.
Environment	General office environment.
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Revised by : ~~XXXXXXXXXX~~

Date : 06/05/2013

Evaluated By JJE 06/10/2013
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
213	4056	006349

Job Title : Compliance Specialist	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Compliance	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Act as gatekeeper on referrals to Regulatory Services for surveillance and investigation services. Conduct comprehensive reviews and analyses on allegations of noncompliance, fraud, and irregularities by workers, employers, providers and suppliers, and take and/or recommend appropriate action. Provide expert advice and work with all operating areas of the WSIB to resolve issues of noncompliance, identify the appropriate response ranging from education and communication to quasi-criminal investigation and prosecution. Conduct risk assessments for senior management on new programs and initiatives, alignment with external partners and presentations and visits by senior management to protect the integrity and reputation of the WSIB and the compensation system. Manage the external surveillance providers in the delivery of surveillance services.

Major Duties & Responsibilities

1. As gatekeeper on referrals to Regulatory Services, determine which cases meet the threshold for surveillance or investigative services, or those which should remain with the responsible operating area or workplace party with recommendations for further handling.
2. Conduct comprehensive reviews and analyses on allegations of noncompliance, fraud and irregularities by workers, employers, providers and suppliers, and take and/or recommend appropriate action. These cases vary in scope and involve assessing a broad range of activities, such as WSIB claims, account administration, service provider/health care billings, representative conduct, and internal staff issues; reviewing and analyzing claims, proceeds of surveillance, employer and provider accounts, complex billing data; gathering new information from internal and external sources; conducting preliminary interviews of witnesses, undertaking verification of services provided and determining whether further action is required by WSIB staff prior to consideration of investigation or prosecution. Document and format all findings to support legal proceedings and/or administrative action.
3. Review and analyze all requests for the use of external surveillance to determine the appropriateness and feasibility of conducting surveillance consistent with WSIB policies. This includes assessing the potential for surveillance to provide evidence of material change or prove/disprove allegations of wrongdoing; conducting a cost benefit analysis for the use of surveillance in each case; providing recommendations to the Director as to the rationale for approval of surveillance and informing the operating area of decisions and status as required.
4. Manage case by case the use of external private investigative firms to ensure WSIB standards, guidelines and contractual obligations are met. This includes selecting the appropriate firm; negotiating terms; forwarding contracts/obligations to companies retained; managing day by day surveillance operations; ensuring proceeds of surveillance are properly documented and are admissible in a court proceeding; evaluating performance of external surveillance company in carrying out assignment.
5. As compliance expert, provide advice and consultation to internal clients and external stakeholder regarding compliance issues, WSIB policies, practices, and procedural matters. Work with operating areas and external

clients to develop appropriate approaches, tools and recommendations to raise awareness of the importance of compliance in the workplace health and safety system and ensure appropriate preventative and corrective action is taken in accordance with the compliance model. Provide general and case specific advice and guidance to service delivery teams and management as well as analytical assistance to operational areas on documentation and submissions made by workplace parties. Develop and deliver presentations to internal and external parties on fraud/noncompliance awareness, detection, legislative obligations and WSIB's response to noncompliance and fraud matters.

6. As an integral part of an investigative team, provide ongoing analysis and reports to support an investigation and/or prosecution. This includes identifying triggers and trends in compliance issues within all areas of WSIB; preparing reports, summaries, spreadsheets; creating/developing databases for use as tools by investigators, for presentations in court proceedings and for Regulatory Services and other WSIB staff; certifying WSIB documents and records as true records and testifying as a witness in WSIB prosecutions or other court proceedings and providing analysis in response to legal challenges raised by defense counsel.

7. Conduct risk assessments for senior management (i.e., Offices of the Chair and President, Communications, Human Resources and others) on a wide range of issues, such as Chair's visits, incentive program referrals/rebates, speaking engagements, alignment with third parties on joint initiatives, compliance with Anti-Terrorism Act legislation, etc. to protect the integrity and reputation of the WSIB and the compensation system. Identify issues of significant risk to appropriate levels of WSIB management, recommend appropriate controls or preventive actions to avoid noncompliance or fraud.

8. Conduct quality control audits of all Confidential Call Records and make changes, corrections and recommendations pertaining to practices and processes as required.

9. Participate in projects, committees and WSIB initiatives across the organization to keep apprised of developments which may impact compliance work, discuss issues of mutual concern and ensure project/committee work is aligned and integrated with business processes.

10. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level.
Experience	Total of eight years and six months experience. Seven years prior experience in adjudication/revenue. One year and six months experience on the job to reach full working level.
Interpersonal Skills	Persuade internal and external parties to take appropriate action on fraud and compliance issues. Prepare draft briefing/house notes, compliance reviews/reports and recommendation papers.
Service Delivery	Probe the customer to gather information in order to identify non-compliance issues, complete risk assessments and provide tailored response based on WSIB polices, practices and procedures.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when conducting reviews and analyses on allegations of noncompliance, fraud and irregularities by workplace parties and service providers, ensuring that all impacted areas are identified, and take and/or recommend appropriate action.
Impact	Work impacts the investigation and resolution of noncompliance allegations and the effectiveness of surveillance contracts.
Physical Effort	Work allows for a variety of physical activities.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as proofreading and editing contract changes and listening to clients while completing intakes and reporting.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone.
Other Work Demands	Moderate control over work pace due to fixed deadlines, multiple work demands and urgent requests.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
207	4319	006910

Job Title : Confirmation Clerk	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Investigations	Branch : Regulatory Services
Date : June 22, 2012	

Job Summary :

Participate in confirmation program initiatives by conducting research and analysis, and identifying anomalies to address issues regarding waste/abuse or non-compliance in liaison with other WSIB areas. Administer the Death Registry Program by collecting, comparing and verifying information accuracy and preparing data reports for distribution to operating areas.

Major Duties & Responsibilities

1. Provide confirmation of services support to Regulatory Services by:
 - Accessing various WSIB systems, such as worker, employer, provider databases, as well as Internet search engines as required to obtain and confirm missing mandatory information;
 - Generating and sending confirmation forms/letters to external clients as required (may involve mail merging);
 - Updating pertinent databases and WSIB systems with newly acquired information from various sources, such as the returned confirmation letters or direct contact with external clients;
 - Assessing returned forms/letters for accuracy and completeness and contacting external clients by telephone to collect and confirm missing information;
 - Providing verbal instructions and clarification to external clients on confirmation process and how to proceed; if appropriate, referring complex inquires to management or the WSIB decision maker;
 - Notifying decision-maker by e-mail of deceased cases requiring immediate cessation of benefits as well as updating/providing a list of WSIB benefit recipients who have not responded for suspension of benefits;
 - Forwarding correspondence received from WSIB benefit recipients to decision-maker for imaging to claim file;
 - Participating in new Confirmation Program initiatives by providing feedback on process improvements, identifying gaps, efficiencies and effectiveness of pilot projects.
 - Respond to calls from workplace parties (employers, health care providers, workers and spouses) routed through a TELAX queue for some program initiatives.
2. Implement the monthly death register program by:
 - Receiving monthly file of deceased Ontario residents e-mailed from the Office of the Registrar General and transferring secured PC file to WSIB host file through TSO (Time Sharing Option) program to update records with current information;
 - Advising BTS to run the production job which compares file transferred to WSIB database and identifies deceased WSIB benefit recipients;
 - Monitoring daily the WSIB bank Register reports of closed accounts to identify the deceased cases to action;
 - Providing Direct Deposit Specialist with a listing of deceased workers for suspension of direct deposits for matched notifications;
 - Reviewing listings provided to operating areas prior to pension run to ensure that benefits have been

- suspended in same month notification received and following up as required;
 - Maintaining files/back up and reports for monthly death notifications.
 - In the administration of the Death Benefit Program and other compliance initiatives, search, analyze and interpret data derived from various sources such as the internet, government agencies including Ministry of Transportation (MTO) and Canada Revenue Agency (CRA) to verify information provided by external clients.
 - Identify anomalies within the Death Registry Program as well as provide written/oral reports around initiative anomalies to management for review and further action.
3. Perform a variety of clerical support services, such as:
- Referring invoices received from service providers such as Health Services Management for payment as required;
 - Extracting or printing documentation from imaged and paper claims, worker, employer and provider databases and Employer Summary Workstation for further analysis by the manager, project lead or the Compliance Branch;
 - Opening, reviewing, sorting, copying/scanning and filing mail from external clients;
 - Entering data extracted from the forms/letters or WSIB systems using Word, Excel or Access including preparing various spreadsheets of validated death notifications for referral to business areas;
 - Compiling statistics of completed work for referral to manager;
 - Monitoring and maintaining tracking systems of death notifications/terminated benefits, completed work, status of various forms/letters and to track project outcomes;
 - Working with Telephone Enquiry Representatives, Language Services and other internal customer service staff to respond to confirmation related enquiries and assist non-English speaking clients.
 - Review WSIB claims database information and compare against the Government of Canada Terrorist watch list to identify any potential matches and report any anomalies to management as well as maintain a list of all completed searches.
4. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	High school completion plus additional specialized courses or certificate program of up to one year in Office Administration or Business Administration.
Experience	Total of two years and six months experience. One year, six months prior experience in office processes and systems. One year experience on the job to reach full working level.
Interpersonal	Influence clients/callers to provide personal and sensitive information required for Regulatory Services confirmation campaigns.
Service Delivery	Choose the best method of obtaining/confirming required information for Regulatory Services confirmation campaigns.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when researching and analyzing information to determine compliance or non-compliance of workplace parties.
Impact	Work impacts the accuracy/integrity of systems data and accurate and timely payments to clients.
Physical Effort	Work requires periods of increased physical exertion when keyboarding and mousing to perform internet searches.
Sensory Effort	Consists of work activities requiring uninterrupted sensory focused attention for extended or continuous periods such as checking, matching and reconciling data.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone.
Other Work Demands	Moderate control over work pace due to high volume of work and frequently changing priorities

Evaluated By JJE 12/02/2013
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
213	4356	006722

Job Title : Confirmation Officer	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Validation Unit	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Conduct comprehensive analysis and investigations of traumatic workplace fatalities, and employer claim reporting practices to identify noncompliance and/or irregularities. Render decisions as to whether to levy fatal claim premium adjustments. Conduct desk and field enquiries with workplace parties to confirm facts and provide education related to the obligations and compliance of workers, employers and provider/suppliers under the Workplace Safety and Insurance Act (WSIA).

Major Duties & Responsibilities

1. Conduct comprehensive analysis and investigations, within expected timeframes, into the circumstances of traumatic workplace fatalities. This involves planning and managing assigned caseload by:
 - Validating referrals received to determine if the criteria for an investigation are met;
 - Scheduling onsite visits and interviews with workplace parties, emergency responders and other government agencies;
 - Examining records and supporting documents (employer, internal WSIB, MoL, etc.) respecting claims and health and safety to identify irregularities, noncompliance and/or unsafe practices;
 - Utilizing external resources/experts regarding industry common practices;
 - Analyzing, summarizing and documenting the results of an investigation including maintaining a thorough and orderly investigation case file;
 - Cooperating in occupational health and safety prosecutions as a witness
2. Render and communicate decisions to appropriate parties, verbally and in writing, based on WSI Act, policies and procedures, weighing merits and justice of the case, including analysis of information and supporting reasons for the decisions relating to premium increase for fatal claims, reporting practices and health and safety compliance. Review and deliberate requests for decision reconsideration, and advise parties of the results of the further review.
3. Determine appropriate administrative action resulting from an investigation by:
 - Determining whether a fatal claim premium adjustment is warranted; if so, computing and issuing the adjustment through PeopleSoft and notifying the employer accordingly;
 - Collaborating with Experience Rating, Treasury, and Operations to ensure experience rating refund cheques are not issued;
 - Identifying issues of noncompliance for further investigation and/or prosecution;
 - Identifying incorrectly registered claims and those requiring issuance of administrative penalties, such as not reporting, late reporting, under-reporting, etc. and informing the Operations Division where further action is required.
4. Conduct comprehensive analysis of employer accounts and claim reporting practices, workers' claims and provider/physician billings. Conduct both desk and field enquiries to confirm facts in issues related to the

compliance and obligations of these employers, workers and providers under the Workplace Safety and Insurance Act (WSIA). Keep accurate notes and prepare and present fact finding reports with supporting documentation. Testify in court when required.

5. Educate workplace parties regarding WSIB policies, procedures and health and safety programs as these related to their responsibilities and obligations under the WSIA.
6. Perform other duties as assigned or required, such as:
 - Developing and maintaining effective working relationships internally with other WSIB program areas;
 - Carrying out projects, as assigned, that advance/enhance the goals and objectives of Regulatory Services

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a certification in Occupational Health & Safety.
Experience	Total of five years and three weeks experience. Four years prior experience in health and safety. Twelve months and three weeks experience on the job to reach full working level.
Interpersonal	Persuade employers and witnesses to disclose information when there is no legal obligation to disclose.
Service Delivery	Probe the customer to gather information in order to identify non-compliance, irregularities and potential fraud.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when conducting analyses and investigations of traumatic workplace fatalities to determine whether fatal claim premium adjustments are warranted.
Impact	Work impacts the credibility of experience rating program and fatal claim premium adjustments to employers.
Physical Effort	Work requires periods of increased physical exertion when lifting and carrying laptop and files, driving to offsite locations, keyboarding to prepare decision memos and handwriting when conducting interviews.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching information/data, inspecting when conducting on-site employer interviews, and reading employer documents.
Environment	Occasional exposure to physical aggression or verbal abuse in person.
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Revised by : XXXXXXXXXX
 Compensation Specialist
 Date : 02/27/2013

Approved By : [REDACTED]
Date : 02/27/2013

Approved By : [REDACTED]
Date : 02/27/2013

Evaluated By JJE 03/13/2013
Committee :

Revision History

Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
205	4057	006441

Job Title : Dicta-Transcriber	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager Administrative Services	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Operate a computer using various word processing software programs to transcribe, edit, print, e-mail and file documents and verbatim statements for court and administrative purposes, such as witness statements, cautioned statements, Appeals/WSIAT hearings and voice mail messages from a variety of source mediums, such as digitally transcribed interviews, cassette/video tapes, hand-written notes, digital recorders and various WSIB secure databases.

Major Duties & Responsibilities

1. Use word processing software applications, such as Microsoft Word, Lotus Notes, Adobe and Olympus DSS Player Pro, to prepare verbatim transcriptions of witness statements, cautioned statements, voice mail messages and Appeals/WSIAT hearings for court and administrative purposes by:
 - Prioritizing incoming work against existing work demands and transcription deadlines;
 - Maintaining manual log of transcripts received and completed as tracking mechanism;
 - Producing verbatim transcriptions of statements taken by Senior Investigators by importing digital statements from a secure database (e.g., "S" drive) and then transcribing using Olympus DSS Player Pro and computerized peripherals;
 - Saving transcription in the Regulatory Services Lotus Notes investigative forum and/or exporting to an Adobe investigative file;
 - Transferring statements from older mediums, such as cassette tapes, video tapes, WSIAT recording equipment and newer mediums, such as CD/DVD and digital recorders to a format compatible with current digital transcription environment;
 - Using dicta equipment to produce verbatim statements in the Lotus Notes investigative forum from standard cassette tapes; producing verbatim transcriptions of voice mail messages sourced from the internal digital VOIP telephone system;
 - Proofreading and editing with the aid of computer software all transcribed material for typographical, spelling, and format to ensure the transcription is verbatim and in a format suitable for court purposes;
 - E-mailing/exporting completed documents to authors;
 - Communicating with authors to make revisions, copies or to receive direction on how to export/store the statements.

2. Perform various related clerical support duties, such as:
 - Faxing/importing/e-mailing/exporting material and documents;
 - Covering Confidential Tip Line as required;
 - Assisting in mail duties, e.g. tracking incoming correspondence.

3. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	High school completion.
Experience	Total of two years and seven months experience. Two years prior in dictating. Seven months experience on the job to reach full working level.
Interpersonal Skills	Clarify and obtain pertinent information to enable the transcription of a statement.
Service Delivery	Provide a service understanding the priorities of the Senior Investigators, court dates and other deadlines.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when developing work arounds in order to transcribe materials that are not compatible with WSIB systems.
Impact	Work impacts the productivity and efficiency of service delivery to Regulatory Services and external clients.
Physical Effort	Work requires increased physical exertion due to sustained keyboarding with a standard to transcribe digital statements.
Sensory Effort	Consists of work activities requiring uninterrupted sensory focused attention for extended or continuous periods such as listening to transcribe digital statements.
Environment	General office environment.
Other Work Demands	Moderate control over work pace due to high volume of work and fixed deadlines.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade	Job Number	PS Job Code Number
212	4060	006732

Job Title : Information Analyst - Compliance	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Director Compliance	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Conduct detailed analysis to identify trends, compliance related issues and impacts, as a tool, to assist Regulatory Services in understanding and developing programs and strategies. Produce various comprehensive reports and/or presentations on a regular or ad hoc basis. Assist in the development of proactive approaches, statistical tools, methods and solutions to support the capture, analysis and reporting of Regulatory Services data.

Provide technical assistance and advice to RSD staff and users in the area of data collection, data distribution and data analysis. Provide subject matter expertise to RSD staff in link analysis in support of complex investigations, in the facilitation of electronic/digital (Adobe Professional) disclosure and for emerging technology.

Major Duties & Responsibilities

1. Conduct statistical analysis and modeling in order to assist in the ongoing evaluation of the business, planning and decision-making related to Regulatory Services programs, strategies and data sharing projects by:
 - Using data mining techniques to identify relationships and patterns relevant to compliance program initiatives, branch and cross-divisional projects;
 - Ensuring data and analysis are methodologically sound and meet commonly accepted standards in the statistics gathering/analysis field.
2. Produce comprehensive and professional reports and/or presentations for Regulatory Services on a monthly basis or as needed by assessing individual needs of the Regulatory Services staff, compiling and transforming the data collected into a form appropriate for analysis; analyzing and synthesizing data; tailoring the report to an appropriate level of detail to meet individual needs.
3. Provide routine maintenance of Regulatory Services systems/databases (such as Lotus Notes databases, Network drives, RSD datamart, Leads Tracking System, PARTS, PALS, electronic storage of documents) and other branch or project specific software (such as Encase, Supertext, Group One Business Merge & Purge and List Conversion, ACL) by refreshing the data and conducting quality control of the data.
4. Develop and maintain Microsoft Access database applications for Compliance Specialists by identifying and analyzing business requirements, updating user interface, conducting testing, performing data quality assurance, security administration and regular maintenance and enhancements. Assist the Senior Information Analyst in the preliminary development and maintenance of other MS Access database applications.
5. Provide subject matter expertise to RSD staff in the use of:
 - i2 Analysts Notebook – inputting and layering of data from various internal and external sources; analyzing patterns and trends; developing link charts; acting as expert witness in court to support the use of link chart as evidence;

- Adobe Professional for the creation of electronic/digital court briefs – training staff (group or individual) including preparing training materials; solving issues relating to importation of data/documents/video/images from various internal/external sources as well as problem solving scanning/formatting/compatibility issues; assisting on a case by case basis in the development of complex court briefs;
 - Emerging technology exclusive to RSD, such as Power Case Investigation software – customizing program to facilitate its implementation in RSD including needs assessment; liaising with BTS; testing usability, scalability, performance, compatibility and reliability; ongoing training of RSD staff and technical support.
6. Provide technical assistance and support to RSD staff in the area of data collection, data analysis, data quality and integrity and reports. Conduct quality assurance reviews of reports and queries by reviewing and validating methodologies and outputs; providing technical feedback on the most appropriate approach based on assessment of outputs and methods.
7. Ensure data and information are valid, reasonable and appropriate to meet the needs and requirements of day-to-day Compliance activities by:
- Validating data copied or extracted from various systems/sources and/or derived by calculations and creating new data files;
 - Researching data to verify accuracy of data and investigating errors including summarizing and explaining any issues or errors;
 - Matching or comparing data found from various data sources (e.g. reports, systems, databases).
8. Participate with Senior Information Analyst in the development and maintenance of comprehensive internal/external client documentation for all reports, tools and data models by drafting descriptions of their intended purpose, assist in the design, content specifications, instructions, and any other descriptive information that would be relevant to Regulatory Services staff and project related end users.
9. Support business plans, investigations and other initiatives by participating in research by examining information from Information Management, TSO files, Statistics Canada, Ministry of Health, and Long-term Care, Canada Revenue Agency, Services Canada and other federal and provincial ministries and agencies; assist the Senior Information Analyst in the development of appropriate data capture tools; extracting and/or collecting required data by carrying out system data extraction and analysis; manually collecting data; supplying input data and evaluating data.
10. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level with a focus on business administration, mathematics, statistics or computer science.
Experience	Total of five years and six months experience. Four years prior experience in statistical analysis, data mining/matching and computer programs and systems, WSIB claims management and revenue operations. One year and six months experience on the job to reach full working level.
Interpersonal Skills	Provide various analytical reports with recommendations to assist Regulatory Services in developing programs and strategies.
Service Delivery	Probe clients to determine information and reporting needs.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised when identifying and analyzing business requirements, selecting appropriate tools and designing/developing databases and statistical models.
Impact	Work impacts the effectiveness of Regulatory Services programs and strategies by providing data analysis and recommendations.
Physical Effort	Work requires periods of increased physical exertion when keyboarding and mousing to access, organize and input data.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching SCIP firm lists to RSD files and creating layouts, reading and reconciling month end reports with data from different sources.
Environment	General office environment.
Other Work Demands	Ability to adjust priorities to meet needs/deadlines with occasional lack of control over work pace and volumes.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 208	Job Number 4032	PS Job Code Number 006311
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Job Title : Prosecutions Coordinator	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Director	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Responsible for the province-wide recruitment and selection of legal counsel to act as agents for the Prosecutions Branch of the Regulatory Services Division (RSD) to conduct prosecutions under the Provincial Offences Act (POA). Liaise with agents, maintenance of full roster, individual agent profiles and score cards, and termination of agent retainers.

Responsible for the co-ordination of all court appearances and other court processes for all Regulatory Services Division staff and agents on quasi-criminal and criminal matters including court dates, agent retention, associated legal documents, press releases, maintaining currency of court files, databases, retrieval and tracking of information and notifying parties accordingly. Co-ordinating workload activity of the Prosecutions Branch.

Coordinates and monitors all fine and restitution payments, including the exercise of civil legal techniques for the recovery of same, working with various municipal court administrators across Ontario, the Ministry of the Attorney General, and WSIB staff. Responsible for the payment of all Prosecutions Branch transactions including the preparation of procurement request documentation, review and payment of agent, supply and services invoices, travel and accommodation arrangements for WSIB staff and external witnesses, and the processing of all witness expenses.

Major Duties & Responsibilities

1. Branch, including recruitment, retention and instructing of designated agents across the province for the purpose of court appearances in Provincial Offences court. Includes monitoring of external agents from initial retention through to billing, with maintenance of a Lawyer Roster Database and a score card system to ensure quality and reliability of service delivery.
2. Perform administrative duties which include:
 - Preparation of the court file, noting file name and number, first appearance date/time, location, investigator's name. Obtain information, summons, case summary, victim impact statement, list of investigator/witnesses availability, information regarding service of documents, availability of Prosecutions Branch prosecutors and agents in relevant jurisdiction;
 - Maintenance of POA court files, IF (Investigation Folder- the RSD case management system) records, and Prosecutions Calendar to ensure fully informed, prepared and ready prosecutorial activities. Includes the maintenance of all Prosecution files, briefs and filing systems, including the maintenance of a tickler system for Prosecution activities and deadlines;
 - Maintenance of the Prosecution portions of the Special Investigations Branch (SIB) Investigation Folder, all legal forms, precedent files and the legal research and resource materials library;
 - Maintenance of the agent, counsel and court administration files and databases including overseeing payment of agency fees, witness fees, restitution orders and fine orders;
 - Preparation of all necessary legal documents initiated by the Prosecutions Branch, including

Motions, Applications, Affidavits, Books of Authority, Facts, and Sentencing Submissions;
Preparation of weekly Prosecutions Chart updating status and anticipated outcome of court cases.

3. Monitor all disclosure preparation, review and delivery of documentary and other evidence, which may be of a highly sensitive and confidential nature, to defense counsel; track and review delivery times and recommend alternate options for timely disclosure response.
4. Perform all legal recovery procedures including the tracking, monitoring and remittance of fine payments, tracking, monitoring and reporting of all outstanding fines and restitution orders, and preparation of all orders, reports, and memoranda regarding recoveries; liaison with various municipal court administration offices and the Ministry of the Attorney-General, supported by the ICON system. Includes the preparation and filing of Certificates of Default with various Municipal court administration offices and Small Claims Courts across the province. Also includes monitoring the limitation periods for the filing of Certificates of Default through Prosecutions Calendar, Excel Spreadsheets, and fine statistical reports.
5. Liaison with Regulatory Services Division staff, all other WSIB staff in their capacity as court witnesses, external courts administration staff, external agents and defense counsel regarding court attendance, document preparation, delivery and disclosure. Liaison with court offices to ensure proper scheduling and attendance requirements are met.
6. Advise agents of information relevant to a case such as advising of section of the Act (old and new) under which the defendant(s) is/are charged, applicable penalty section, settlement discussions which may have taken place, and any other matter pertinent to a case.
7. Act as Prosecutions contact for status of prosecution inquiries. Interact with Director, Prosecutions, Prosecutors, agents, defense counsel and representatives, Senior Investigators and RSD Intake/Support Analysts to confirm court dates and co-ordinate pre-trial preparation of a case.
8. Process all Prosecutions Branch transactions including the preparation of procurement request documentation, review and payment of agent, supply and services invoices, travel and accommodation arrangements for WSIB staff and external witnesses, and the processing of all witness expenses. Liaise with WSIB Treasury and Finance staff as required, external travel service providers such as Amex, and provide support to external witnesses on accommodation and travel requirements and arrangements.
9. Provide administrative support to the Division by preparing letters, memos, waivers and legal documents as required; drafting Press Releases for approval by the Director, Prosecutions; acting as Commissioner of Oaths to assist in the swearing of affidavits; acting as temporary backup to RSD Intake/Support Analysts in their completion of their essential duties, such as Action Line staffing.
10. Perform other related duties as required or assigned.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	Post secondary diploma up to two years in a Legal Assistant/Law Clerk program.
Experience	Total of two years and six months experience. One year prior experience in legal environment. One year and six months experience on the job to reach full working level.
Interpersonal Skills	Address issues with external agents who act on behalf of the WSIB at court.
Service Delivery	Determine the true needs of the client in order to recruit and select legal counsel based on criteria and circumstances.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised to recruit and maintain a roster of legal counsel to act as agents for WSIB prosecutions and to coordinate court appearances.
Impact	Work impacts the timely and accurate representation and administration of WSIB prosecutions.
Physical Effort	Work requires periods of increased physical exertion when keyboarding to prepare legal documents.
Sensory Effort	Consists of several periods of intense focus while performing work activities such reading legislative provisions, WSIB policies, rules of court, witness statements, documentary evidence and correspondence from counsel.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone.
Other Work Demands	Moderate control over work pace due to high volume of work and multiple work demands.

Evaluated By JJE 04/01/2012
Committee :

Revision History



Bargaining Unit Job Description

Status: Finalized

Salary Grade 207	Job Number 4059	PS Job Code Number 006312
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Job Title : RSD Support Analyst	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Manager	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

Prioritize and assign incoming work including Confidential Call Records (CCRs) to team members. Review, verify and analyze allegations of fraud/non-compliance received through SILEADS and the Confidential Call Line. Provide a wide variety of administrative services to the Regulatory Services Division (RSD). Assist external agencies in their efforts to combat fraud and non-compliance by providing documents under FIPPA or their own legislation. As part of a pilot or ongoing program provide assistance to other WSIB programs and services in their attempts to address non-compliance and to locate workplace parties.

Major Duties & Responsibilities

1. On a rotational basis, prioritize and assign incoming work including CCRs to team members by:
 - Triaging and prioritizing incoming CCRs to identify urgent or high profile issues;
 - Managing allocation system to assign CCRs, surveillance, investigative and assistance files, and subpoenas taking into consideration individual caseloads and absences.
2. Review, verify and analyze allegations of fraud/non-compliance received by Regulatory Services Division (RSD) through the Toll-Free (TIPS) Action Line or SILEADS by:
 - Creating CCRs from SILEADS, e-mail, external correspondence and telephone;
 - Probing callers who wish to report fraud or non-compliance for relevant information;
 - Obtaining information from and placating clients/complainants transferred by the call centre who may at times be frustrated and irate;
 - Identifying urgent/high profile issues;
 - Reviewing, analyzing allegations contained within CCRs to determine potential to inform or impact worker benefit entitlement, employer non-compliance or other WSIB programs and services by searching WSIB databases, external public sources of information, and searches specific to RSD;
 - Preparing written analysis of findings and directing CCRs which have been deemed to have "potential impact" to pertinent parties in Operations Division or external ministries & other WCB Boards;
 - Vetting information contained in confidential call records to protect the confidentiality of the caller;
 - Maintaining follow-up system to ensure issues identified in call records have been actioned by Operations;
 - Tracking and monitoring CCR calendar and alerting operating area and dedicated Compliance Specialist of no responses by memo;
 - Reporting to Manager, Administrative Services, any quality issues that need to be addressed with the external provider;
 - Conducting periodic quality assurance audits of call records and work performed by call centre agents.
3. Assist external government agencies by locating and providing certified copies of WSIB

documents to support their efforts to combat fraud and non-compliance under the authority of their legislation or the Freedom of Information & Protection of Privacy Act (FIPPA) by:

- Ensuring the external party has the legal authority to make the request;
- Ensuring that proper authorities/documentation is in place;
- Liaising with requester to limit disclosure of WSIB records to only those documents which support action being taken by the agency;
- Obtaining, copying or printing required documents; preparing written response and forwarding to requestor;
- Retaining file copy of all records disclosed to any external agency and scanning request and response to the worker's claim file;
- Co-ordinating the handling of criminal subpoenas issued to WSIB staff as per WSIB policy which includes contacting detective constable and court officer to confirm trial date, that a WSIB witness is required to give evidence, identify documentation required to support charges and notifying Case Manager and Legal Services of obligation to appear as witness.

4. Provide administrative support to Senior Investigators, Compliance Specialists, Managers and Directors in RSD by:

- Opening, maintaining, closing, and archiving of RSD investigative, compliance and surveillance files;
- Managing, securing and maintaining RSD file room including movement of files to offsite storage and destruction schedules;
- Responding to general inquiries from internal staff and external parties and answering the "10/24 Must Answer Line" (tip line);
- Requesting claim files, employer firm files and providing photocopy back up of paper claims for records control;
- Copying and maintaining in secure environment court briefs and original surveillance materials including tracking receipt of surveillance material in IF system;
- Vetting from the proceeds of investigation or surveillance private information as per WSIB privacy policy/protocols;
- As Commissioner of Oaths and Affidavits, certifying documents as being true copies of WSIB records sufficient for court purposes;
- Taking on special assignments in support of RSD Projects and partnering with Compliance Specialist on new hire presentations.

5. As part of a pilot or ongoing program, provide assistance to other WSIB programs and services, such as the Employer Service Centre, Employer Audit and Collections in their attempts to address non-compliance and locate workplace parties by:

- Conducting searches which are specific to Regulatory Services to locate subjects of interest;
- Through an agreement with the OPP, conducting criminal record searches on behalf of RSD and Legal Services;
- Tracking and recording specialized searches as directed under Memorandum of Understanding signed with external agencies.

6. Perform other related duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	High School completion plus additional specialized courses or certificate program up to one year in business administration.
Experience	Total of three years and three months experience. Two years prior experience in administrative/clerical environment. One year and three months experience on the job to reach full working level.
Interpersonal Skills	Encourage callers to provide personal and sensitive information required for fraud and non-compliance investigations.
Service Delivery	Choose the best method of obtaining required information for compliance Specialists and Senior Investigators.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised to determine whether reasonable grounds exist in suspected fraud and non-compliance leads that may impact employer accounts, worker claims, provider services and internal ethical issues.
Impact	Work impacts the documentation of the confidential call records and the triaging of the allegations of fraud/non-compliance received.
Physical Effort	Work activities require periods of increased physical exertion when scanning documents and keyboarding.
Sensory Effort	Consists of several periods of intense focus while performing work activities such as checking and matching documents when scanning, reading claim files and other documents and listening to the Tips Hotline.
Environment	Occasionally deals with agitated, impatient or rude persons on the phone.
Other Work Demands	Moderate control over work pace due to fixed deadlines, multiple work demands and conflicting priorities.

Evaluated By JJE 04/01/2012
Committee :

Revision History

Bargaining Unit Job Description

Status: Finalized

Salary Grade 214	Job Number 4335	PS Job Code Number 006317
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Job Title : Senior Investigator	Cluster/Division : CSO - Compliance Services
Supervisor's Title : Executive Director Regulatory Services	Branch : Regulatory Services
Date : April 1, 2012	

Job Summary :

As a lead investigator coordinate and conduct complex/sensitive investigations into allegations of irregularities or fraudulent activities, which directly affect the operational and financial interests of the Workplace Safety & Insurance Board (WSIB). Investigate offenses under the Workplace Safety & Insurance Act or the Criminal Code. Prepare court briefs, informations, summons, and other court documents. Commence proceedings by laying an information under the Provincial Offences Act. Participate in the presentation of cases before the Courts. Provide advice and make recommendations relating to any and all matters arising during the course of an investigation.

Major Duties & Responsibilities

1. Plan and coordinate components of an investigation independently or with other Senior Investigators. Conduct an initial review of information to determine and develop an action plan for commencing an investigation which can encompass five general categories: Employers, Workers, Service Providers, Suppliers, and Internal Investigations.
2. Conduct investigations which are confidential in nature (incumbent has regular access to confidential information both financial and personal in the course of an investigation). Review pertinent information/evidence to determine the scope and order in which to commence an investigative action plan, and to ensure that the investigation proceeds in an efficient and timely manner. Through research and preparation determine if it is necessary to apprise management as to the complexity and relative importance of a particular investigation. Propose and substantiate reasons for surveillance activity when required.
3. Conduct interviews and obtain statements (audio and/or video) from witnesses including workers, employers, WSIB staff, police or other regulatory agencies and cautioned statements from accused individuals.
4. Prepare Search Warrant(s). Plan for searches and secure the necessary resources internally and externally from other agencies as required. Prepare and conduct pre-search briefings. Lead the execution of search warrant(s). Maintain continuity of exhibits. Prepare exhibit reports and returns to the Justice of the Peace. Prepare Detention Orders.
5. Analyze evidence and other information (based on interviewing individuals and reviewing various documents) to determine the best course of action such as the laying of charge(s). Prepare and present reports containing investigative results to assist WSIB staff in decision making.
6. Prepare, discuss and deliver First Appearance Packages, and Full Disclosure court briefs to management and Senior Prosecutor. Prepare draft Agreed Statements of Fact and Joint Submissions as to Sentence as required. Prepare and serve summonses on witnesses and accused persons, Notices of Intention and other legal documents. Assist in coordinating court proceedings including the scheduling of witnesses, pre-trial interviews, management of witness costs, and provide testimony in court.
7. Provide advice, support and education to assist WSIB staff, court staff, and the public in understanding the offence provisions in the Workplace Safety and Insurance Act and the WSIB Operational Policies governing offences and penalties.
8. Maintain co-operative liaisons with law enforcement agencies and government institutions to work in partnership

on joint investigations and to provide/exchange information on various types of wrongdoing and fraud related matters.

9. Perform other duties as assigned or required.

Job Requirements

SUB-FACTOR	RATIONALE STATEMENTS
Education	University completion at undergraduate level.
Experience	Total of eleven years and six months experience. Ten years prior experience in conducting fraud investigations. One year and six months experience on the job to reach full working level.
Interpersonal	Interview witnesses and interrogate suspects who may be reluctant to provide/disclose information or provide a statement; and present information in investigative reports and summaries.
Service Delivery	Probe the customer in order to identify issues, tailor investigations and determine appropriate action to meet WSIB needs.
Leadership	Provide on the job training to new or less experienced staff.
Judgement	Judgement is exercised to investigate allegations of noncompliance, fraud and irregularities by workplace parties, service providers, suppliers and internal staff, determining if an offence has been committed and if sufficient evidence is available for a reasonable prospect of conviction.
Impact	Work impacts effectiveness of investigations and decisions relating to laying of charges/prospect of conviction and credibility of the programs and public image of the WSIB.
Physical Effort	Work requires periods of increased physical exertion when lifting and carrying computer/printer, hand writing notes during investigations and sustained sitting when driving.
Sensory Effort	Consists of several periods of intense focus while performing investigative activities, conducting interviews, inspecting premises, reading documents and preparing court briefs.
Environment	Occasional exposure to physical aggression, threats or verbal abuse in person.
Other Work Demands	Moderate control over work pace due to fixed deadlines due to court dates and appointments and multiple work demands.

Evaluated By JJE 12/11/2012
Committee :

Revision History