

TCO Administrative Services Manager

Organization:	Workplace Safety and Insurance Appeals Tribunal
City:	Toronto, ON
Job Term:	1 Permanent
Job Code:	M06
Salary Range:	\$57,398-\$84,322 per annum
Posting Status:	Open

The Workplace Safety and Insurance Appeals Tribunal (WSIAT) is a highly specialized adjudicative tribunal that hears appeals of final decisions of the Workplace Safety and Insurance Board. We are looking for a motivated professional for the position of TCO Administrative Services Manager, to manage the delivery of specialized legal and medical administrative services to the Tribunal Counsel Office (TCO) and Medical Liaison Office (MLO), including managing of a team of Administrative Assistants.

What can I expect to do in this role?

The Manager, TCO Admin Services works under the general supervision of the Tribunal General Counsel, and the position has the following duties and responsibilities:

- Plan, manage, prioritize and coordinate the delivery of legal and specialized (e.g. medical, litigation, judicial review) administrative support services to the TCO and MLO. Manage a team of Administrative Assistants, balancing work activities and workloads to ensure the staff of lawyers, nurses and students receives appropriate specialized administrative services and support when needed.
- Provide oversight to and manage the preparation of case files, legal documentation and forms for Counsel, following legal administrative protocols; proofread completed work for accuracy and completeness, ensuring it conforms with TCO policies, procedures and processes.
- Establish, manage and monitor records and information management systems and processes for TCO to ensure the timely and effective organization, access, retrieval and retention of TCO litigation (e.g. judicial reviews) and related legal and medical documentation/records. Work with ITS specialists to set up categories, file directories and subdirectories to effectively organize, retain and access vital TCO information, records and documents, ensuring TCO complies with Tribunal RIM best practices, guidelines and regulatory requirements.
- Participate in the implementation of change management strategies and initiatives, including the redesign of TCO business processes; contribute to the review and analysis of TCO business and operational practices and systems, in consultation TCO management and staff; and participate in the preparation of strategic and operational plans.
- Manage the development and implementation of special projects and initiatives, such as administrative and workflow systems to track the work of TCO lawyers (case management); advise the TGC, Manager, MLO, Lawyers and staff on specialized administrative procedures, processes and issues; lead the review, revision and implementation of changes related to TCO's specialized administrative systems to ensure effective provision of services; conduct research to create, maintain and update internal operational guidelines, policies, procedures and

processes for service standardization, quality, training and general reference; foster continuous improvement and optimization of legal and specialized administrative service delivery.

- Perform specialized legal administrative services directly for the TGC and Tribunal Lawyers. Prepare confidential material, correspondence and reports (policy statements, expense reports, legal materials). Support issues management by initiating and coordinating requests for information; answer queries and/or refer to appropriate Tribunal Lawyers. Maintain calendar of appointments, coordinate meetings, including preparing background materials, preparing and collecting agenda items and circulating/distributing materials. Establish and maintain effective working relationships with other WSIAT departments, communicating TCO policy and procedures and responding promptly to all verbal and written correspondence.
- Prepare presentation materials by determining appropriate software, format, style and presentation of content to meet purpose of presentation and information needs of audience; merge, format, index, create, proofread, edit, including accuracy of content, for forms, templates letters and presentation materials.
- Manage and coordinate recruitment and selection, performance management and evaluation, specialized training and development and employee relations activities for Administrative Assistants, seeking guidance from the TGC as required; foster/provide a positive, creative working environment for the team, encouraging both individual initiative/participation and teamwork through periodic group meetings and on-going opportunities for individual personal development sessions.
- Lead other special projects, assignments and initiatives, as directed by the TGC (e.g. historical litigation, organizing TCO Training), ensuring project/assignment deliverables are communicated and implemented where appropriate.

How do I qualify?

Knowledge and Technical Skills:

- General knowledge of the Workplace Safety and Insurance Act, 1997 its regulations and policies, including knowledge and understanding of the Tribunal's Appeal Procedures, Practice Directions and case management framework and of the Tribunal's role in the administrative justice system, the relationship with partner agencies and the reporting relationship with the Ministry of Labour, Training and Skills Development to manage the delivery of legal and specialized administrative and project coordination services related to the management and administration of TCO and MLO initiatives, including the prioritization and coordination of issues, projects, report management and special initiatives.
- Excellent organizational, administrative, time management and planning skills in order to co-ordinate, prioritize, monitor and undertake project and administrative work to meet strict deadlines. Research and analytical skills to: conduct research to create, maintain and update internal operational guidelines, policies, procedures and processes; plan, manage, prioritize and coordinate the delivery of legal and specialized administrative support services to the TCO and MLO, with the ability to respond to urgent situations with shifting priorities. Logistical planning, reasoning, analytical and practical problem-solving skills.

- Strong interpersonal, relationship management, customer service and written and oral communication skills. Discretion, tact and respect for confidentiality.
- Ability to appreciate the overall administrative, legal and business picture, conceptualize practical administrative needs, organize and co-ordinate; anticipate and resolve problems; expedite; track and manage ongoing and ad hoc administrative services.
- Thorough knowledge of legal, office administration best practices; accepted legal administrative standards, policies and procedures re: legal proceedings, specialized terminology (legal and medical), documentation, human resources, procurement, business planning, accounting, and records management); related collective agreement and legislation; relevant OPS directives and guidelines; and contractual provisions with service providers.
- Thorough knowledge of office technology and basic applications and proficiency with available PC based / networked software to perform word processing (correspondence and reports) track administrative work, design and populate databases, use e-mail, and use the internet/intranet to research information for reports, analyses and presentations.

Communication, Interpersonal and Leadership Skills:

- Position requires effective communication (both oral and written) and interpersonal skills to: establish and maintain effective working relationships with other WSIAT departments, communicating TCO policy and procedures and responding promptly to all verbal and written correspondence; deal effectively and appropriately with difficult inquiries, Senior Officials and WSIAT clients.
- Position exercises tact and discretion when managing the provision of legal and specialized administrative services to TGC, MLO, lawyers and legal workers and in resolving issues with other departments.
- Position is expected to work independently, with discretion in: resolving challenging or atypical legal administrative issues arising from cases, or instructions, adapting procedures, policies and practices to meet unique requirements/needs; position refers complex or precedent setting legal administrative issues to the TGC for guidance/resolution; planning, leading and implementing special projects/initiatives.
- Manages Administrative Assistants; responsible for recruitment activities, employee relations, performance management, training and development; provides project leadership/coordination of TCO special project initiatives.

Additional Information:

Address: 1 Permanent, 505 University Avenue, Toronto
Compensation Group: MCP
Posted on: July 8, 2021

How to Apply:

1. Submit resume with cover letter, quoting file #WSIAT 08/21 to: Fax: 416-326-0115. Email: Human.Resources@wst.gov.on.ca. **Please select only one method to submit your resume with cover letter.**

2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
3. If you require a disability related accommodation to participate in the recruitment process, please contact us at Human.Resources@wst.gov.on.ca to provide your contact information. Recruitment staff will contact you within 48 hours.

Remember: The deadline to apply is July 22, 2021 11:59 pm EDT. Late applications will not be accepted. We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Workplace Safety and Insurance Appeals Tribunal is an inclusive employer.
Accommodation is available under the Ontario Human Rights Code.**