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Title: Senior Support & Recovery Specialist
Location: Various
Employment Type: Full Time Permanent

EXTERNAL POSTING:

At ICBC, it is our job to make sure the auto insurance system works for all British Columbians, today and in the future. If you want to make the most of your skills and expertise while growing your career, we want you.

A career at ICBC is an opportunity to be part of a talented, diverse and inclusive team that is driven to serve its customers and community. You can expect a competitive salary, comprehensive benefits and a collaborative work environment. If you are reliable and dependable, contact us today to be part of our talented and diverse team as we work together to create an insurance system we can all be proud of.

Position Highlights

We are looking for **Senior Support & Recovery Specialists** to join our Recovery Services Department. This role is dedicated to working with customers who require return to work/return-to-function support.

In this role, you will act as a dedicated Senior Support & Recovery Specialist, building trusted relationships with customers in a one-to-one case management environment. Leveraging your recovery and disability case management knowledge, you will assess customer's baseline level of function, set recovery goals, design and implement a return-to-function plan, and identify recovery milestones.

Your natural empathy and well-developed communication skills will aid you in supporting your customers throughout their recovery journey, identifying their needs while also assisting in the coordination of their insurance benefits. Your demonstrated skills in building and maintaining relationships with a variety of stakeholders will enable you to collaborate effectively with Claims Specialists, external health care professionals and others.

Your work will positively impact the lives of many British Columbians in accelerating their recovery by implementing and advancing the most appropriate return-to-function/work plan for each customer.

Recovery Specialists work at a single office location, working with customers primarily over the phone (however, on occasion you may be required to travel to alternate locations, health facilities etc).

What we offer:

- Competitive Salary and Benefits
- Continuous Training: We offer continuous in-house training to ensure you have the knowledge to be successful in your role
- COVID-19 safety protocols: We comply with WorkSafeBC and the health authorities of British Columbia to ensure your safety and wellbeing
- Engaging Culture: At ICBC we promote an inclusive and diverse work environment

Position Requirements



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Application Requirements:

- An undergraduate degree or diploma (Kinesiology, Occupational Therapy, Physical Therapy, Disability Management etc.) and professional experience in disability management or vocational rehabilitation, or an equivalent combination of education and direct experience in customer recovery, vocational rehabilitation or disability case management
- Meet the provincially legislated requirements of the Criminal Records Review Act (CRRRA)
- Detail oriented and organized, able to handle multiple files and tasks on a daily basis
- Strong problem solving and conflict resolution skills
- Written and verbal fluency in a second language would be considered a benefit (please indicate on your resume or cover letter)

Are you the ideal candidate?

You have:

- A genuine desire to build trusted relationships with customers, listen to their concerns and put their preferences, needs and values at the centre of their recovery goals
- The ability to manage all documents that are relevant to a customer's claim, including keeping files up to date and recording details required to facilitate a customer's recovery
- A collaborative approach to skillfully manage a broad spectrum of cases, coordinating and managing the multiple care and service providers involved in the customer's recovery journey.

Positions may become available at the following locations:

- Abbotsford
- Burnaby
- Campbell River
- Chilliwack
- Coquitlam
- Courtenay
- Cranbrook
- Dawson Creek
- Duncan
- Guildford
- Kamloops
- Kelowna
- Kingsway (Vancouver)
- Langley
- Maple Ridge
- Nanaimo
- New Westminster
- Newton
- North Vancouver Head Office
- Penticton
- Port Alberni



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- Prince George
- Quesnel
- Richmond
- Salmon Arm
- Squamish
- Surrey
- Terrace
- Trail
- Vancouver (5th & Cambie)
- Vernon
- Victoria

Only candidates legally entitled to work in Canada will be considered for this position.