

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Return to Work & Accommodation Specialist, Employee Wellness Services
DEPARTMENT:	Human Resources (HR)
GRADE:	9
LOCATION:	Kingston, Ontario, CA
CLOSING DATE:	March 30, 2025
APPLICATION METHOD:	Queen's University Career Website
URL:	https://clients.njoyn.com/CL4/xweb/xweb.asp?clid=74827&page=jobdetails&jobid=J0325-0062&BRID=EX405177&SBDID=1&LANG=1

JOB SUMMARY:

Reporting to the Director, Employee Wellness Services, the Return to Work & Accommodation Specialist, Employee Wellness Services (Specialist) is a subject matter expert who provides consultative advice to University-wide stakeholders on return to work and disability accommodation programs and processes, makes determinations regarding eligibility for return to work and accommodation benefits and supports, as well as develops and maintains return to work, disability accommodation and employee occupational health and wellness plan recommendations, programs, and materials.

As a member of the Employee Wellness Services team, the Specialist collaborates with the Director, Employee Wellness Services in the administration, implementation, planning and development of return to work, disability accommodation and occupational health and wellness programs and initiatives. The Specialist provides Return to Work and Accommodation support to HR colleagues in carrying-out their duties to ensure a seamless service delivery model. The Specialist is responsible for the delivery of quality services to University stakeholders and for promoting a professional, positive, and supportive return to work and disability accommodation environment that fosters employee health and wellbeing.

The Specialist works independently and has a significant amount of autonomy of decision making. Decisions impact on University costs and departmental/faculty budgets, come with significant risk of reputational damage to the University, implications for staff and faculty labour relations, impacts on University systems and operations and effects the success or outcome of programs and projects at the University.

The Specialist may act on behalf of the Director, Employee Wellness Services in the Director's absence as assigned.

KEY RESPONSIBILITIES:

- As a subject matter expert, provides consultative expertise to University-wide stakeholders on return to work and disability accommodation management, occupational health and wellness initiatives the application of University policies, procedures and legislation related

to return to work and disability accommodation, as well as, the application of related principles to collective agreement interpretation.

- Counsels employees and management on return to work and disability accommodation matters and intervenes as required to ensure the application of University policies, procedures and legislation related to return to work and disability accommodation, as well as, the application of return to work and disability accommodation principles to collective agreement interpretation.
- Identifies return to work and disability accommodation issues that require intervention. Facilitates resolution of return-to-work and disability accommodation issues independently. Develops and follows up on return to work and disability accommodation action plans. Seeks guidance from Director, Employee Wellness Services on complex problems, as required.
- Liaises directly with medical professionals, including physicians, specialists, occupational health consultants, ergonomists, independent medical examiners, etc. as required to obtain additional and/or more specialized medical information to facilitate the effective management of RTW Services' processes.
- Effectively manages risks associated with return to work and disability accommodation, anticipates challenges, investigates, monitors, and resolves problem areas to increase efficiency and effectiveness of return to work and disability accommodation case management.
- Identifies, builds, and maintains relationships with key stakeholders at the University and within other universities and organizations for the purpose of maintaining open lines of communication and keeping up-to-date on trends and best practices regarding return to work and disability accommodation, occupational health and wellness programs and practices.
- Builds and maintains relationships with client group(s) to ensure consistent application of Return to Work and accommodation strategies in compliance with legal requirements.
- As a subject matter expert, provides guidance and assistance to other HR team members and members of the Faculty Relations Office (FRO). Provides support to HR Directors and the FRO on all return-to-work and disability accommodation issues. Involves other HR and FRO leadership as required regarding bargaining and collective agreement concerns.
- Advises on return to work and disability accommodation systems consistently and equitably for all staff and faculty employee groups. This includes the application of several staff and faculty collective agreements.
- Discusses, advises, and suggests appropriate modifications, interprets policy and recommends changes or clarifications with regard to return to work and disability accommodation, occupational health and wellness with related bargaining unit implications.
- Ensures University business processes are followed including, but not limited to, the administration of Policies, Procedures and Guidelines related to Return to Work and Accommodation, Collective Agreements, Workplace Safety and Insurance Board (WSIB) claims and applicable legislation.
- Determines the content and management of return to work and disability accommodation case files and adjudicates short term disability applications in keeping with best practices, University policy and Collective Agreements. Provide direction and propose objectives for management of return to work and disability accommodation issues, recognizing that these decisions impact the allocation of University resources.
- Maintains the confidentiality of all medically confidential and restricted information associated with return to work and disability accommodation matters.

- Maintains up-to-date and/or enhances documentation of processes as it relates to Return to Work and Accommodation.
- May act as a member of University committees on the full scope of return to work, disability accommodation matters which include, but are not limited to, the University's employee-related disability and return to work/accommodation processes which include: sick leave, facilitation of long term disability (LTD), Workplace Safety and Insurance Board (WSIB) claims and occupational health wellness initiatives.
- Assumes project leadership role as designated by the Director, Employee Wellness Services. Projects may have implications for the department and/or University-wide (e.g. new systems, initiatives and processes, collective bargaining support).
- Leads the implementation of new initiatives as designated by the Director, Employee Wellness Services.
- Participates in determining the strategic direction and planning of return to work and disability accommodation practices for the University.
- Analyzes, summarizes and makes conclusions regarding complex policy, procedures and legislative matters related to return to work and disability accommodation.
- Conducts high level analysis on return to work, benefits and occupational health and wellness programs and policies including in-depth analysis of data related to accommodation, sick leave, accidents and disability claims to identify trends internally and relative to external comparators and to assess impact on the University's budgets, policies and programs and long-range planning.
- Conducts research and surveys as needed to assess programming. Makes recommendations based on analysis and costing implications; prepares reports and delivers presentations.
- Develops and delivers training sessions to managers, faculty, staff and HR departmental units, as required, on the interpretation of policies, procedures and current legislation relating to Employee Wellness Services.
- Develops and maintains communication programs and materials in support of programs, marketing materials and strategy as they relate to the Return to Work and Accommodations Services.
- Provides orientation and on-the-job training to employees in the Employee Wellness Services unit. Provides coaching and feedback on work quality issues for Employee Wellness Services support staff. Escalates unresolved performance and/or disciplinary matters to the Director.
- Provides work direction and technical/functional guidance to Employee Wellness Services support staff. Coordinates and monitors workflow.
- Participates in screening and interviewing job candidates, and providing input into staff selection.
- Reviews assignments and provides feedback on work to Return to Work and Accommodations Services support staff.
- Partners with HR colleagues in the provision of seamless client service delivery.
- Undertakes other duties or special projects as required in support of the Employee Wellness Services Unit, HR department or the University.
- May act on behalf of the Director, Employee Wellness Services in the Director's absence as assigned.

REQUIRED QUALIFICATIONS:

- University degree in a related field (business administration, human resources administration), combined with several years of progressively responsible work experience in all aspects of return to work and disability accommodation services, preferably in a University unionized environment.
- A Certified Return to Work Coordinator (CRTWC), Certified Disability Management Professional (CDMP), or equivalent designation is considered an asset.
- Sound knowledge of return to work and disability accommodation best practices, relevant provincial legislation and operating policies (i.e. Ontario Human Rights Code, Accessibility for Ontarians Disability Act, Employment Standards Act, Workplace Safety and Insurance Act, Ontario Health & Safety Act and Freedom of Information and Protection of Privacy Act) with a demonstrated ability to interpret and apply the legislation. Understanding of medical terminology and adaptive/assistive technology considered an asset.
- Experienced in understanding the principles of Disability Case Management and disability benefits administration is required. Knowledge of disability adjudication is considered to be an asset.
- Extensive knowledge of issues related to individuals with disabilities and from diverse backgrounds, gained either through formal education, professional experience, or a combination of both.
- Proficiency in conflict management.
- Demonstrated computer expertise with Microsoft Office, specifically Word, Excel and PowerPoint. Previous experience with PeopleSoft and Microsoft Access considered an asset.
- Previous experience working with and administering Workplace Safety and Insurance Board (WSIB) claims.
- Consideration may be given to an equivalent combination of education and experience.

SPECIAL SKILLS

- Excellent communication and presentation skills, both oral and written, and interpersonal skills to support all levels of employees within the University community from diverse backgrounds, as well as external agencies, medical professionals, legal counsel, and other contacts.
- Committed to continuous learning in equity, diversity, inclusion, and cultural competence.
- Ability to keep current on all relevant legislation, case law and educational changes and best practices in the Disability Management field to serve as a mentor and advisor to other Employee Wellness Services and HR employees.
- Client service orientation and ability to deal with individuals in a professional, respectful manner.
- Ability to work with diplomacy, tact, and strict confidentiality.
- Effective collaboration, persuasion, and negotiation skills.
- Effective facilitation and conflict resolution skills combined with investigative, research, analytical, and problem-solving abilities.
- Proven ability to develop and maintain effective partnerships and relationships with team members as well as internal and external stakeholders.
- Proven organizational, planning, and project leadership skills to coordinate a wide range of responsibilities. Ability to maintain focus and attend to details in a multi-tasking, team-based

environment. Must be able to make the right decisions concerning balancing the diversity of responsibilities and conflicting deadlines with constant interruptions.

- Sound judgment with a strong ability to problem-solve and exercise discretion in highly stressful or sensitive situations involving confidential information.
- Ability to apply appropriate assessment techniques when establishing return-to-work opportunities and addressing accommodation issues, including when to work with third parties to facilitate the accommodation.
- Excellent research and analytical skills.
- Excellent judgment and discretion when making decisions about the interpretation of University policies and procedures and relevant legislation.
- Demonstrated ability to carry projects and initiatives to completion while working successfully with different types of people at many organizational levels, both in a team environment and independently.
- Strong skills in human service and advocacy work.

DECISION MAKING

- Identifies optimum methods of problem-solving on return-to-work issues within defined goals and objectives and determines how to develop ways and means to achieve those results.
- Recommends appropriate plans of action when difficulties arise concerning an employee's return to work or disability accommodation plan.
- Determines if referrals to internal or external services would be appropriate and facilitate.
- Interprets and provides advice on related policies, procedures, practices, programs, and legislation concerning return to work and disability accommodation to other HR team members and all levels of management across the University. Understands impact and precedent-setting consequences, which can have long-term consequences for the University.
- Determines content of correspondence, reports, and proposals, including the development of return-to-work and accommodation plans.
- Makes determinations on the applicability of collective agreement, policy and legislative provisions.
- Determines workflow, goals, and priorities to meet the Employee Wellness Services and University expectations. Reconciles or prioritizes conflicting demands on time as required.
- Determines at what point to escalate complex issues to the Director, Employee Wellness Services or Senior Director and Counsel, Employee and Labour Relations.