

Posting Title: Case Management Coordinator
Job ID #: 7566
Salary: \$92,804 - \$104,989
Shift: Days
Hours: 35.00
Location: Toronto Police College
Department: Wellness
Vacancies: 1
Job Code: A09CRA
Opening Date: Thursday October 2, 2025
Must Apply By: Wednesday October 29, 2025

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Reflect and Grow

The Opportunity:

Do you have superb organizational and time management skills combined with excellent relationship building skills that enables you to effectively communicate with a diverse population? Do you have previous experience implementing and developing case management, return to work, and workplace accommodation programs? If this sounds like you, than we are pleased to share with you this exciting opportunity as a Case Coordinator within the Wellness Unit of the Toronto Police Service.

What You Will Do:

In this role, the successful incumbent will administer and coordinate the WSIB (Workplace Safety and Insurance Board), STD (short term disability), and LTD (long term disability) claims management functions. Additionally, the Case Management Coordinator will coordinate work rehabilitation, return, and stay at work programs and related abilities management activities. This role will also provide advice and guidance to Service members and Supervisors/Managers on disability claims, case management issues and procedures required by legislation and Service policy.

As the Case Management Coordinator, you will:

- Coordinate the development and implementation of policies, procedures, programs and initiatives relating to disability claims management.
- Initiate and prepare objections to WSIB claims and decisions; represent the Service at all WSIB/WSIAT (Workplace Safety and Insurance Appeals Tribunal) hearings and appeals.
- Review compensation awards/claims and ensure that accurate payments are made.
- Ensure compliance with all statutory and regulatory orders and procedures with respect to disability related claims, documentation and appeals.
- Maintain and update disability claims related information and prepares statistical reports and documents as requested.
- Conduct thorough interviews and case assessments, document all activities and supports carried out in relation to work and non-work incidents, illnesses and injuries, with attention to including frequency, location, nature of accident, etc. Contribute quality data and information towards statistical reports - used to influence decision making around accident prevention and/or reduced lost time costs.
- Provide advice and guidance to members with respect to appropriate benefits programs, protocols, legislative requirements, Service procedures and practices to ensure theirs and the Service's adherence to the Code and other legislative requirements.
- Liaise with various internal and external units and agencies, subject matter experts and stakeholders to gather relevant information associated to disability and claims management related matters, while building and maintaining strong working relationships.
- Review medical submissions by members, physicians or specialists to determine eligibility for sick leave benefits
- Provide informed advice, support and recommendations concerning disability management decisions and action plans to senior management and staff.
- Responsible for coordinating fitness for duty assessments and return to work plans, evaluating programs, monitoring individual progress, adjusting return to work plans as necessary and arranging further follow up with a Medical Advisor, or other rehabilitation or reintegration programs, as required.
- Responsible for applying thorough knowledge of appropriate legislation relevant to the workplace, for example, WSIB, Human Rights, the Duty to Accommodate, Occupational Health & Safety legislation, corporate policies and Collective Agreements.
- Coordinate referrals to outside agencies as required, e.g. Independent Medicals, Functional Evaluation, and Ergonomic assessments. Interprets information and coordinates appropriate follow up as required.
- Provide customer service and training to Service members and Supervisors/Managers on disability claims, accommodations, case management issues and procedures required by legislation and Service policy.

- Perform other duties, functions and assignments inherent to the position.

The ideal candidate will have:

Education:

- Successful completion of a Degree or diploma in occupational health & safety, sociology, psychology, business administration, labour relations, health sciences, human kinetics, or human resources or an equivalent combination of education, training and experience.

Knowledge:

- High level of knowledge to apply WSIB legislation and Service policies with respect to WSIB claims management.
- High level of knowledge to apply best practices in disability management, benefits programs and benefits eligibility assessments.
- Working knowledge of medical and health terminology.
- Understanding of the basic principles of workplace accommodation, and the duty to accommodate.

Experience:

- Minimum three years of demonstrated related experience in the field of occupational health & safety, disability management, claims management, or human resource management.

Skills:

- Must have administrative skills to maintain and interpret health information and functional information in order to medically manage absences and recommend and evaluate return to work plans with respect to WSIB, STD/LTD claims, Accommodations, documentation and appeals.
- Excellent interpersonal and communication skills to deal effectively with all levels of the Service, as well as outside agencies.
- Must be a self-starter with the ability to work independently and in a multi-disciplinary team environment.
- Excellent written, verbal and facilitation skills with the ability to present information thoughtfully and conscientiously in a public forum.
- Outstanding multitasking and organizational skills to effectively deliver high quality work and to meet competing deadlines in a fast paced environment.
- The ability to recognize and handle sensitive issues and protect the privacy and confidentiality of individuals, and personal health information.
- Working knowledge and understanding of medical, functional and health terminology.

- Strong computer skills in MS suite package.

Preferred Requirements or Credentials:

- Certified Disability Management Professional (CDMP), Certified Return to Work Coordinator (CRTWC) would be considered an asset.
- Experience working with Parklane software, or similar data management and productivity platforms is an asset.
- Experience and success in a public sector unionized environment is an asset.
- Experience working with first responders and public safety personnel is an asset.
- Must be able to travel to various Service locations within Toronto to attend meetings either by driving or using public transportation.
- Self-confidence to participate in, and contribute to mediation and dispute-resolution services.

Probationary Period

6 months

Contacts

Julie Tantsef, Talent Acquisition Advisor

Talent Acquisition

Julie.tantsef@tps.ca

Notes

- All applicants who meet the qualifications of the position are invited to submit an online application for this vacancy
- We thank all applicants for their interest. Once your application has been successfully submitted, you will receive an e-mail confirmation within 24 hours
- Only those selected for further consideration will be contacted

The Toronto Police Service is committed to reflecting the diverse communities we serve. We encourage applications from our diverse communities, including Indigenous Peoples, persons with disabilities, women, persons from racialized groups, LGBTQ+ persons, those who are able to speak fluently in another language(s) and anyone committed to a rewarding career in public service.

THE TORONTO POLICE SERVICE SUPPORTS EQUAL OPPORTUNITY INITIATIVES.

Accommodations will be provided, in accordance with applicable legislation, at all stages of the hiring process.

Contact us for if you require an accommodation, and we will work with you to meet your needs.

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