

## **Abilities Case Management Specialist**

*Department:* Occupational Health

*Program:* Human Resources

*Status:* Regular Full Time

8 Hour Shifts, Days Schedule (Subject to Change)

*Location:* Oshawa, hybrid

*Wage Schedule:* \$37.120 - \$49.490 per hour

*File Number:* 2500000134 & 0316

### **POSITION SUMMARY:**

As an integral member of the People Services Team, the Abilities Case Management Specialist provides advice and support to ensure compliance with occupational health and safety legislation and in the administration of the hospital's Illness, Injury and Abilities/Attendance Policies by case managing WSIB, short term(HOODIP) and long term disability and work accommodation issues to facilitate early and safe return to work.

Reporting to the Manager, Occupational Health & Abilities, the Abilities Case Management Specialist contributes to the advancement of an integrated model of health, safety & employee well-being. This position provides expert advice and guidance to management, staff, multiple unions and third-party stakeholders regarding complex disability support, accommodation and return to work cases. This includes liaising with both internal and external stakeholders to adjudicate and manage claims and facilitate safe and timely return to work and accommodation, for short term absences, long term disability, and WSIB claims. This position also provides support to managers on attendance related issues involving employee illness/injury, modified work design and permanent accommodations; review illness/injury trends with a view to the development of prevention initiatives; participate and assist management in grievance preparation as required.

### **QUALIFICATIONS:**

- \* Degree in a health sciences related discipline ie. Physiotherapy, Occupational Therapy, Occupational Health Nurse, Kinesiology, Social Work, Occupational Health & Safety etc preferred.

- \* Designation in disability management Certified Disability Management Professional (CDMP), Registered Rehabilitation Professional (RRP), Certified Return to Work Coordinator (CRWC), Certified Vocational Rehabilitation Professional (CVRP),

- \* Significant experience in a related field such as disability/WSIB management, health & safety, human resources or occupational health including experience with complex claims management in a unionized environment, preferably in a hospital

environment;

- \* Experience with workplace health programs is preferred, as well as working knowledge of external insurance providers ;
- \* Thorough knowledge of legislation and the principles of disability management, attendance management, WSIB, return to work and accommodation, and group benefits within a unionized environment;
- \* Knowledge of Occupational Health & Safety software systems; ex Parklane
- \* Extensive experience in facilitating return to work modified work and permanent accommodation programs;
- \* Thorough knowledge of relevant legislation, e.g. Human Rights Codes (HRC), Occupational Health and Safety Act (OHSA), Workplace Safety and Insurance Act (WSIA), Personal Health Information Protection Act (PHIPA)
- \* Excellent, communication skills, oral and written;
- \* Demonstrated ability to make well-reasoned, timely decisions in an adjudication capacity, even in complex or ambiguous situations.
- \* Attention to detail with excellent organizational, analytical and problem solving skills and proven ability to identify Safety and Attendance related trends in their portfolio.
- \* Strong interpersonal and customer service skills, demonstrating tact, diplomacy, and sensitivity when working with employees across unionized and non-unionized settings, staff at all levels, and external partners.
- \* Ability to work cooperatively as part of a team as well as independently with minimal supervision;
- \* Excellent computer and information skills (Microsoft Office (Word, Excel) and claims management software; experience with Parklane preferred;
- \* Must have satisfactory performance record;
- \* Demonstrated commitment to our core values of Inclusion, Compassion, Innovation, Teamwork and Joy;
- \* Demonstrated understanding of and commitment to Lakeridge Health's comprehensive safety programs and practices including staff, patient and environmental safety and participation in regular in-services in this area

## **CONDITIONS OF EMPLOYMENT:**

The terms and conditions of employment are in accordance with Lakeridge Health's policies and procedures.

Lakeridge Health thanks all applicants, however, only those selected for an interview will be contacted.

Successful External applicants must provide a satisfactory Criminal Investigation Reference for the vulnerable sector, dated within the past six (6) months.

Accommodation will be provided in all parts of the recruitment and assessment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants need to make their needs known in advance.

At Lakeridge Health we value inclusion and diversity. We are committed to fostering a culture that is respectful, inclusive and accessible and to employing a workforce that is representative of the diverse community we provide services to. As an equal opportunity employer we welcome applications from all qualified applicants.

Lakeridge Health is committed to providing a safe and healthy work environment and to preventing the transmission of COVID 19 infections among Lakeridge Health team members and our patients. New Lakeridge Health team members will be required to provide proof of full vaccination for COVID-19 during their Post-offer/Pre-employment Health Assessment, subject to any exemptions recognized under the Ontario Human Rights code.