

WHO WE ARE

As a recognized leader in emergency communications, E-Comm is an organization that provides first responders and the public with critical life-safety services in communities across B.C. Our people are passionate about their work and public safety. We operate two emergency communications centres - one located in Vancouver and one in Saanich. E-Comm also provides integrated police, fire call taking, dispatch services to more than 70 police and fire departments, and owns/operates the largest multi-jurisdictional, tri-service wide-area radio network in B.C. We are proud to serve communities across this beautiful province through our four operational and administrative locations in Vancouver, Burnaby and Saanich. **Learn more at www.ecomm911.ca**

At E-Comm 9-1-1, we are committed to building a diverse and inclusive workforce that represents the many communities that we proudly serve.

OUR VALUES

RESPECT | ACCOUNTABILITY | INTEGRITY | SERVICE | COLLABORATION

E-Comm is where your work truly makes a difference. As a mission-critical organization, we're committed to supporting the well-being, safety, and success of our employees so they can continue to serve the public. We are looking for an **Occupational Health Advisor** to join our People & Culture team and play a key role in disability management, WorkSafeBC claims, workplace accommodations, and proactive employee wellbeing initiatives.

Reporting to the Manager, Occupational Health & Total Rewards, the Occupational Health Advisor supports the management and administration of E-Comm's occupational health portfolio—including disability management, return-to-work planning, employee leaves, WorkSafeBC claims, and wellbeing initiatives.

You will be a trusted partner for employees and leaders, offering expert advice, compassionate guidance, and proactive solutions to support safe work, early and supported return to work, accommodations, and a positive overall employee experience.

Key Responsibilities include:

Disability Management & Employee Leaves:

- Support the end-to-end disability management program, including functional abilities assessments, modified duties, and workplace accommodation planning
- Manage employee sick leaves such as WorkSafeBC claims, short-term disability (STD), long-term disability (LTD), and other leaves
- Ensure seamless transitions to STD and LTD in alignment with E-Comm programs, policies, and benefit eligibility requirements
- Maintain ongoing communication with employees to provide clarity, support, and updates throughout the claim lifecycle

Case Management & WorkSafeBC:

- Oversee WorkSafeBC claims, ensuring appropriate progression, cost control, and effective return-to-work planning
- Compile, analyze, and assess claim information—including referrals, independent medical evaluations, and functional capacity assessments—to support decision-making
- Coordinate and lead individualized return-to-work and accommodation plans with employees, managers, and healthcare providers
- Proactively identify barriers to successful return to work and implement collaborative strategies to support early and sustained recovery

Employee Experience, Accommodation & Wellbeing:

- Act as a primary point of contact for workplace accommodation and ability management inquiries from employees and managers
- Partner with internal and external stakeholders, including EFAP, ergonomics, medical providers, and benefits carriers—to ensure coordinated support for employee wellbeing
- Support the development of workplace health, wellness, and proactive care initiatives that foster a positive and inclusive employee experience

Data, Reporting & Administration:

- Maintain accurate documentation, case files, correspondence, and records
- Notify and collaborate with Payroll, managers, business partners and other stakeholders on return-to-work updates and timelines
- Track data, prepare reports and conduct research to support program enhancements and process improvements

WHAT YOU WILL BRING:

- Diploma or degree in Occupational Health & Safety, Health Sciences, Labour/Industrial Relations, or related fields (e.g., Disability Management, Vocational Rehabilitation, Wellness)
- Minimum 3 years of progressive experience in disability case management and workplace accommodations
- Certifications such as Certified Disability Management Professional (CDMP), Certified Return-to-Work Coordinator, Registered Rehab Professional, or equivalent experience.
- Experience in a unionized environment is essential
- Strong understanding of HR policies, collective agreements, and legislation including WorkSafeBC, Occupational Health & Safety, Employment Standards, and privacy requirements
- Demonstrated knowledge of disability management principles, claims processes, and group benefit administration
- An employee-centric mindset, with the ability to manage sensitive conversations and balance empathy with business needs
- Experience in handling sensitive cases that may involve mental health, psychological safety, or critical incidences, while using a trauma-informed approach.
- Excellent communication, interpersonal, and relationship-building skills
- Ability to analyze complex information, problem-solve, and provide clear recommendations
- High attention to detail, sound judgment, and ability to work independently under pressure
- Proficient with HRIS systems, disability management tools, and standard office applications

SECURITY REQUIREMENTS:

As a condition of employment at E-Comm, the required Police Security Clearance applicable to the position must be acquired and maintained. This is a process carried out by our law enforcement partner agencies, facilitated by E-Comm. The minimum residency in Canada to qualify for this position, as established by our law enforcement partner agencies, is 3 years.

To qualify for this process, a candidate may be either a Canadian Permanent Resident or Canadian Citizen. We regret any candidates under Student, Visitor, or Work Visas are not eligible for consideration.

WHAT WE OFFER:

- Meaningful work - work with a sense of purpose, supporting the public and first-responders
- Competitive salary - with the opportunity for increases
- 4 weeks' vacation
- Eligibility to participate in our Personal Time-Off Program
- 100% paid extended health and dental benefits

Vaccination Policy: E-Comm 911 has a vaccination policy that is currently suspended. However, should the policy be reinstated, it will be a requirement for all current and future employees.

JOB DETAILS:

- Number of positions: 1
- Job status: Regular Full-Time
- Hours of work: Monday to Friday, 40 hours per week
- Wage/Salary: \$85,000 to \$106,000 (2025 rates) depending on experience
- Employee Group: Exempt
- Department: People & Culture
- Location: Vancouver/Hybrid
- **CLOSING DATE FOR APPLICATIONS: December 15, 2025 @ 11.59pm.**

We are committed to accommodating persons with disabilities during the recruitment process and we will provide reasonable accommodations as requested. If you require assistance or accommodation due to a disability, please email talent@ecomm911.ca

Please apply through our careers page [here](#)