

## **Job ID #31753: Return to Work Specialist**

City Manager's Office - Hamilton, Ontario (Hybrid)

---



Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. #BeTheReason

- **Job ID #31753: Return to Work Specialist**
- **Union:** Non-Union
- **Job Description ID #:** 5413
- **Close date:** Interested applicants please submit your application online at [www.hamilton.ca/city-council/jobs-city](http://www.hamilton.ca/city-council/jobs-city) by 4:00 p.m. on **March 4, 2026**.
- **Duration:** 24 months
- **Vacancy type:** This posting is for an existing vacancy
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

### **SUMMARY OF DUTIES**

Reporting to the Manager of Return to Work Services, the Return to Work Specialist delivers disability case management services from an abilities management perspective to employees of the City of Hamilton and manages a caseload that includes Short-Term Disability, Long-Term Disability, and Workplace Safety and Insurance Board (WSIB) claims.

## **GENERAL DUTIES**

- Manages STD, LTD and WSIB cases, assists employees who require rehabilitation in order to return to work or remain at work by facilitating appropriate workplace accommodations.
- Manages claims, collects appropriate and relevant medical documentation, and determines STD benefits eligibility.
- Seeks clarification of an employee's limitations and restrictions by preparing written medical requests and liaises between outside agencies and employees requiring specialized assessments and interventions.
- Ensures appropriate administration of absences and associated benefits due to illness or injury based on City of Hamilton policies and procedures, relevant Collective Agreement provisions and applicable legislation.
- Assists people leaders in identifying and managing non-culpable absenteeism.
- Maintains regular communication with employees, managers/supervisors and any other required party to monitor and evaluate ongoing claim status and to support early and safe return to work.
- Participates in regular file review processes and maintains quality assurance standards.
- Develops, in co-operation with health care professionals, an individualized return to work/rehabilitation plan which may include physical conditioning, work modification, work hardening, tool/equipment adaptation, graduated return to work programs, counselling and job coaching.
- Implements appropriate work accommodations, temporary or permanent, as provided for in the City of Hamilton's Work Accommodation Procedure.
- Co-ordinates with internal or external resources to secure analysis of physical requirements of positions, workstations, work sites through work-site visits for on-site job analyses.
- Provides ongoing education material, delivers regular information sessions to City of Hamilton employees and management and/or coordinates external programs for employees and management regarding managing absences and return to work.

- Maintains accurate records of a variety of documentation including case notes, correspondence, medical status reports, physical demands analyses, ergonomic analyses and accessibility studies.
- Updates, and when necessary, develops policies and procedures surrounding work accommodation and other rehabilitation issues.
- Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.
- Performs other duties as assigned which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. Considerable experience related to work accommodation, return to work/abilities management gained from a functional or abilities-based disability management model.
2. Demonstrated knowledge and experience in disability claims management (STD, LTD and WSIB) leading to early, safe returns to work.
3. Demonstrated experience in human resources in a unionized environment. Experience in a municipal environment preferred.
4. Demonstrated knowledge of the theories and principles related to one or more of: occupational therapy, occupational health nursing, kinesiology, ergonomics, psychology, vocational rehabilitation and work accommodation, normally acquired through the completion of post-secondary education in a related discipline, or the equivalent combination of education and experience.
5. Knowledge of income replacement streams such as STD, LTD and WSIB.
6. Well-developed research, reasoning, analytical and problem-solving skills.
7. Strong working knowledge of the precepts of disability and the duty to accommodate.
8. Practical understanding of the theories/processes related to Attendance Management Programs, Innocent Absenteeism and Frustration of Contract.
9. Flexibility and workload management skills to effectively respond in a fast-paced environment.

10. Professional, well-developed and highly effective written, verbal, and interpersonal skills with an emphasis on customer service.
11. Demonstrated intermediate computer proficiency required. Experience using disability management databases, such as Parklane Systems Inc., is preferred.
12. Productive in a team-based setting; self-directed to effectively manage multiple tasks and multiple deadlines.

**Disclaimer:**

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

**Terms:**

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

**be**  
THE REASON...