

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – HEALTH, SAFETY & WELLNESS – RETURN TO WORK/WORK ACCOMODATION - LOCATION – 120 KING ST. W., 9th FLOOR)

WSIB COORDINATOR

SUMMARY OF DUTIES

Reporting to the Manager, Return to Work Services, the WSIB Coordinator will manage all Workplace Safety and Insurance Board claims for the Corporation ensuring all regulatory obligations are maintained. Responsibilities include reporting claims within the required timeframes, maintaining confidential files, preparing or assisting with claims analysis, statistics & reports and objections/appeals up to the WSIAT level, processing WSIB absence reports and bridging benefits for eligible employees.

Represents the Corporation at WSIB hearings and on WSIB Municipal Users Group.

GENERAL DUTIES

Records and reports Workplace Safety and Insurance Board claims within required timeframes, maintaining all necessary files. Prepares claims analysis and reports.

Processes accident and investigation reports by analysing data and determining impact on claims management and work accommodation efforts.

Maintains accurate historical data by reviewing accident reports, analyzing details, categorizing information and entering into computerized claims management system.

Monitors all Workplace Safety and Insurance Board costs, prepares cheque requisitions and liaises with Finance Department on payment issues.

Provides practical advice to employees and management and make recommendations on issues of compliance.

Composes and prepares correspondence on routine and non-routine matters to employees, solicitors and Workplace Safety and Insurance Board regarding compensation claims and third-party claims.

Processes and maintains bridging benefits for eligible employees, including percentage adjustments for employees where claims have been approved by the WSIB.

Answers personal, telephone and email inquiries from employees regarding their claims.

Investigates, prepares for, and represents the Corporation at Workplace Safety and Insurance Board hearings. Assists in the preparation for hearings at the Workplace Safety and Insurance Appeals Tribunal.

Liaises with Legal Department and the Workplace Safety and Insurance Board with respect to third party claims.

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. Proven experience in attendance, accommodation, and disability management, with demonstrated expertise in WSIB claims management.
2. Must possess a strong working knowledge and previous experience representing employers when applying the Workplace Safety & Insurance Act and its related policies.
3. Experience in WSIB appeals including review of file disclosures and the preparation of employer submissions to support reduction in costs and / or an employer's position.
4. Demonstrated well developed research, reasoning, analytical and problem-solving skills acquired through post secondary education at the college or university level.
5. Ability to provide credible advice and consultation to all levels of management and staff. Demonstrated competency to work within a team environment as well as work in an independent and unbiased manner utilizing good judgement to provide advice and coaching to facilitate accountability.
6. Demonstrated strong documentation and report writing skills. Experience drafting concise and tactful written communication to a variety of levels within the organization and WSIB. Excellent verbal skills dealing with all levels of the organization.
7. Must possess maturity, initiative, good judgement, strong organizational skills. Demonstrated strong conflict resolution skills required.
8. Proficient in the use of electronic mail and calendar, word processing, spreadsheets and able to input data at an acceptable speed.
9. Knowledge of municipal structure and operations would be an asset.
10. Intermediate knowledge of Microsoft Office software. (Word, Excel, Outlook). Previous experience in using HRIS systems (Peoplesoft). Knowledge and use of Parklane Systems.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
