

CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION – EMPLOYEE HEALTH AND LABOUR RELATIONS – LOCATION –
120 KING ST. W., 11th FLOOR)

MANAGER, RETURN TO WORK SERVICES (RTWS)

SUMMARY OF DUTIES

Reporting to the Director, Employee Health and Labour Relations, and demonstrating a best practices approach, you will co-ordinate the professional and administrative responsibilities of the Return to Work Services Section in Human Resources. This will entail providing leadership to a cross-functional team of disability management and WSIB practitioners as well as implementing and administering policies related to attendance management and effective work programs that ensure the early and safe return to work of injured and ill employees.

GENERAL DUTIES

Provide advice and consultation to all levels of management and staff in response to inquiries regarding best practice opportunities related to stay at work and return to work programs for short term disability, long term disability and WSIB injuries or illnesses.

Demonstrate knowledge and expertise with mental health, specifically workplace training and accommodation.

Ensure that relevant, actionable and insightful metrics and trends are identified and reported accordingly, serving as the technical liaison for HR data/information.

Ensure that Human Resources information is prepared and delivered in an accurate, consistent, and business- relevant manner.

Provide recommendations for new reports as corporate goals and priorities change.

Recurrently analyze metrics strategically and present data in a logical, concise manner to stakeholders (HR staff and front-line managers) to support informed decision-making.

Research, evaluate, recommend and implement quality business process improvements, making use of benchmarking/metrics from a “best practice” perspective.

Support HR's client service goals by continuously improving HR metrics, reporting processes and the quality standards used within the HR team

Prepare external benchmarking on key metrics, analytics practices, and tools. Participate in ad-hoc Human Resources projects, as required.

Provides leadership and effective supervision of Return to Work Specialists, WSIB Coordinators, and Absence Management Coordinators.

Develops, implements and evaluates effective disability management policies, procedures, processes, protocols, education/training, evaluation measures and management reporting mechanisms.

Delivers formal and informal training around disability management and work place accommodation.

Creates, implements and monitors internal quality assurance standards related to effective case management practices and recommends appropriate changes to the Director, Employee Health and Labour Relations.

Administers contracts and manages relationships with third party service providers ensuring adherence to effective performance standards.

Identifies, establishes and co-ordinates employment-related medical assessments and services provided by community health facilities.

Negotiates service methodologies with community-based providers, including fee schedules.

Represents the City and its Return to Work Services function at mediations, arbitrations, and civil litigation related to LTD claim denials.

Reviews and manages Long Term Disability (LTD) claims, evaluates options and communicates with affected employees.

Establishes and participates in Return-to-Work Committees along with Unions to discuss issues and promote return-to-work services.

Performs as corporate resource person in health-related/disability management matters by providing consultative services to employees and management staff.

Liaises with physicians and other community health-care professionals in order to facilitate employee referrals for appropriate follow-up for STD, LTD or WSIB claims.

Creates and maintains practices for the retention of confidential employee health records and other administrative methods and procedures.

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.

Responsible and accountable for the management and oversight of the RTWS's section's budget and physical assets associated with it.

Engages in the review, analysis, and development of practices toward the mitigation of productivity and financial losses related to occupational and non-occupational absenteeism.

Leads the Attendance Management Program to ensure best practices in design and application and provides analysis and reporting to departments and Council.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Proven ability to lead a team of professionals in disability claims management, focusing on a best practice approach to effective return to work programs.
2. Undergraduate degree in psychology, sociology, kinesiology, or other relevant discipline *plus* Accreditation as a disability management or occupational rehabilitation professional, e.g. CDMP, CRTWC, COHN(C), Certified Disability Management Professional, CVRP, VRAC, BACK, etc
3. Progressively responsible experience related to work accommodation, return to work, abilities management and employee health management gained from a functional or abilities-based model of disability.
4. Established track record of creating positive change in an organization, in claims or disability management, WSIB or return-to-work programs.
5. Demonstrated knowledge of disability management and Human Resources processes in a unionized environment, including working knowledge of Parklane software system.
6. Extensive proven knowledge of Disability Management theories and principles acquired through university- level education in in a relevant health care discipline, disability or claims management.
7. Demonstrated experience supervising professional-level staff.
8. Ability to think strategically and develop innovative, creative approaches to solve complex issues.
9. Knowledge of income protection plans such as STD, LTD and WSIB.
10. Highly-developed research, reasoning, analytical and problem-solving skills to create and produce reports to Senior Leadership and Council.
11. Ability to develop presentations and deliver in-house training.
12. Knowledge of relevant collective agreements, employment and privacy legislation, the Ontario Human Rights Code, and corporate policies and procedures.
13. Flexibility and workload management skills to effectively respond in a quick turnaround environment.
14. Professional, well-developed and highly effective written, verbal and interpersonal skills, and ability to effectively interact with all levels of staff in the City and community-based agencies.
15. Leadership skills and proven ability to function productively in a team-based setting.
16. Self-directed approach to effectively manage multiple tasks and deadlines and influence positive change.
17. Superior organization and time management skills.

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

