

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – RETURN TO WORK SERVICES – LOCATION – 120 KING ST. W., 9th FLOOR)

RETURN TO WORK SPECIALIST

SUMMARY OF DUTIES

Reporting to the Manager, Return to Work Services, the Return to Work Specialist provides disability case management services from an abilities management perspective to the employees of the City of Hamilton.

GENERAL DUTIES

Manages cases, assists employees who require rehabilitation in order to return to work or remain at work by facilitating the employee's efforts to receive optimum medical and rehabilitative management.

Manages claims, collects appropriate and relevant medical documentation, determines benefits eligibility.

Seeks clarification of an employee's medical status 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.

Assists people leaders in identifying and managing non-culpable absenteeism.

Reviews/requests medical reports, attendance reports and employment records as deemed necessary to appropriately facilitate an early, safe return to work.

Coordinates case management services return to work programs, treatment or assessments to proactively manage employee absences.

Performs face to face intervention with employees as required, provides health assessments.

Maintains regular communication with employees, managers/supervisors and any other required party to monitor and evaluate ongoing claim status.

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 Work Accommodation Policy.

Develops follow-up plans to monitor employee progress.

Co-ordinates with internal or external resources to secure analysis of physical requirements of positions, work stations, 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 return to work. Engages appropriate health care practitioners and provides access to third party resources.

Prepares, and/or reviews monthly, quarterly and yearly statistical reports and ensures statistical information is accurate.

Maintains accurate records of a variety of documentation including chart 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.
4. Demonstrated knowledge of the theories and principles related to one or more of: occupational therapy, occupational health nursing, kinesiology, ergonomics, 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 protection policies 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 quick turnaround environment.
10. Professional, well-developed and highly effective written, verbal, computer and interpersonal skills with an emphasis on customer service.
11. Productive in a team-based setting; self-directed to effectively manage multiple tasks and multiple deadlines.

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

POSITION AND THE WORKPLACE.
