

CITY OF HAMILTON

CITY MANAGER'S OFFICE
**(HUMAN RESOURCES DIVISION – EMPLOYEE HEALTH AND LABOUR RELATIONS- RETURN TO WORK-
LOCATION – 120 KING ST. W., 9th FLOOR)**

RETURN TO WORK SUPPORT CLERK

Summary of Duties:

Reporting to the Supervisor, Return to Work Services, this position provides support for the accurate review and recording of absences related to both occupational and non-occupational illness or injury. This position will also support aspects of the disability management program related to short term disability (STD), long term disability and WSIB claims. As a point of contact for the RTW section, the incumbent is required to manage and respond professionally and diplomatically to both internal and external clients. This position involves the handling of sensitive and confidential employee information.

General Duties:

Reviews and enters confidential information from medical forms into the data management system, Parklane. Follows up with employees or treatment providers as required based on information provided to meet best practice standards for disability management.

Liaises with financial assistants, supervisors, managers, payroll and employees to troubleshoot issues related to sick absences.

Provides general administrative and reception support for the RTWS section including: opening and distributing mail; orders office supplies; arranging meetings; meeting minute taking and reporting; preparing documentation.

Creates and maintains hard copy employee health files

Operates a computer and electronic information systems to prepare, produce, store and retrieve employee data.

Sorts material for filing and maintains organized filing and retrieval system in accordance with records management standards.

Assists in maintaining employees' HR records including filing of ASP documents.

Maintains and updates Department ID lists and descriptions in Parklane to ensure accurate reporting in liaison with HRMS Analysts.

Coordinates and responds to external requests for disclosure and release of employee related files (i.e. liaises with external solicitors).

Perform other duties as assigned with minimal supervision and direction.

Qualifications:

1. Demonstrated experience working with a Human Resources management system (PeopleSoft) and disability management systems (Parklane).
2. Previous disability management experience in a unionized environment.
3. Previous administrative/client service experience coupled with well-developed interpersonal skills and ability to work as part of a team and function independently.

4. Previous related experience in attendance control, including knowledge of Collective Agreements, By-laws, Employment Standards Act, Ontario Human Rights Code and Corporate Policies and Procedures.
5. Demonstrated excellent verbal and written communication skills.
6. Proficient in the use of a variety of software packages (i.e. Microsoft Word, Excel, Access, PowerPoint, and Outlook, PeopleSoft) Knowledge of Parklane would be considered an asset.
7. Must possess maturity, good judgment, demonstrated initiative and problem-solving skills
8. Strong organizational and time management skills with orientation to detail
9. Ability to recognize, handle and protect highly sensitive and confidential information
10. Ability to adapt to change and work efficiently in a fast-paced environment.

Notes: Flexibility to work extended hours when necessary.