

**ROLE SUMMARY**

Under the direction of the Manager, Employee & Labour Relations & Operations, the Disability Management (DM) Specialist is primarily responsible for supporting the districts disability case management program for employees experiencing non-occupational medical conditions impacting them at work. This includes supporting both District Leadership and Employees by providing professional human resource advice and guidance to assist them with their respective responsibilities when health issues are identified in the workplace. The DM Specialist is responsible for managing a high-volume case load and is responsible for providing information, advice and guidance on leave management, benefit administration, and a timely return to work options per District policy, applicable legislation and applicable terms and conditions of employment or collective agreements.

The Disability Management Specialist takes a pro-active approach by providing information and statistics to District leadership to help staff return to work as quickly as possible, access available benefits or support the accommodation process.

The Disability Management Specialist also provides assistance to the HR Team in performing corporate responsibilities in areas such as policy and program development, program administration, wellness initiatives and collective bargaining as required. Work assignments are received through discussion or brief instruction, may be self initiated, or may result from requests by other departments or individuals. The DM Specialist applies professional knowledge and experience and is the subject matter expert on disability management matters in the workplace and assists in identifying acceptable and creative solutions to human resource problems.

**QUALIFICATIONS**

- University degree in a related field.
- Three to five years of related experience in disability management and benefits administration preferably in a unionized environment.
- An equivalent combination of education and experience may be considered.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Working knowledge of current best practices, principles and trends in disability management and benefit administration.
- Working knowledge of relevant employment and human rights legislation.
- Well developed consultative skills.
- Strong analytical and problem-solving skills.
- Strong written communication skills.
- Ability to effectively manage multiple projects simultaneously with strong result/goal orientation.
- Ability to work independently, make administrative and procedural decisions, and exercise sound judgment on sensitive or confidential issues.
- Ability to effectively apply listening and communication skills.
- Ability to manage and resolve conflict in a positive and constructive manner.
- Demonstrated proficiency with computerized office applications including HRIS and disability management software.

**Major Accountabilities**

- Provides professional advice and guidance to managers, supervisors and employees in areas of workplace disability management.
- Responsible for maintaining a high degree of confidentiality in communications and record keeping on highly sensitive employee health matters
- In consultation with managers and HR Consultants, assists with the development and implementation of effective disability management in accordance with industry best practice.
- Provides timely advice, guidance and supports for the application of disability related benefits.

- Facilitates and coordinates stay at work opportunities, early interventions, return to work plans and duties to accommodate with District leadership, department heads, managers, supervisors, employees, unions and HR Consultants.
- Assists with the contracting of consultants and/or other professional services in support of program responsibilities, including disability and physical demands assessments and other related information.
- Partners with client groups and HR team members to develop tools, systems and training to improve benefit administration and disability management processes.
- Coordinates employee assistance programs for the District.
- Administers, tracks costs, audits and assesses the effectiveness of the disability management and attendance management programs.
- Provides support and advice to the Senior Manager of Human Resources when employee contracts are being re-negotiated, specifically, Long Term Disability and EAP, and administers changes.
- Liaises with Payroll staff on benefit issues.
- Performs research into related matters and prepares reports and briefing notes.
- Participates with the HR team in the implementation of related projects and initiatives.
- Performs other related duties as required.