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## Non Union

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<b>Job Title:</b>	Disability Management Coordinator	<b># Required:</b>	1
<b>Job Opening Id:</b>	31616	<b>Division:</b>	Human Resources
<b>Business Unit:</b>	Corporate Administration	<b>Standard Hours:</b>	35.00 / week
<b>Location:</b>	Thorold, Ontario	<b>Regular/Temporary:</b>	Regular
<b>Full/Part Time:</b>	Full-Time	<b>Salary Range:</b>	\$ 63,910 - \$ 75,190
<b>Salary Grade:</b>	4	<b>Close Date:</b>	2022-03-28
<b>Post Date:</b>	2022-03-07		

## About Us

Serving a diverse urban and rural population of more than 430,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

Please note that the Niagara Region requires that all newly hired employees are to be fully vaccinated against COVID-19 as a condition of being hired and provide proof of full vaccination, or provide proof of a bona fide medical or Human Rights Code exemption on a form issued from and approved by Niagara Region.

## Job Summary

Reporting to the Manager Health, Safety & Wellness; the Disability Management Coordinator (DMC) is responsible for the management of occupational and non-occupational absenteeism due to illness or injury, Workplace Safety and Insurance Board (WSIB) claims and Long Term Disability (LTD) Claims. This role employs best practice principles in disability case management, early intervention, early & safe return to work and workplace accommodations in partnership with employees, management & union representatives. DMC's work in accordance with the Attendance Support Program (ASP), WSIB legislation, LTD contract and all applicable policies, collective agreements and applicable legislation.

## Education

- Post-secondary diploma or degree in related field/discipline
- Post-secondary diploma or degree in Health Sciences or Human Resources is preferred.

## Knowledge

- 3+ years of disability case management experience (non-occupational or WSIB)
- Working knowledge of relevant legislation including; Workplace Safety and Insurance Act, Occupational Health & Safety Act and Human Rights code
- Working knowledge of Ergonomics
- Working knowledge of current psychological and physical return to work interventions
- Knowledge of current occupational health issues
- Experience in a medium to large unionized environment
- Completion of courses in Occupational Health & Safety and Disability Management.
- Working towards Certified Disability Management Professional (CDMP) or Certified Return To Work Coordinator (CRTWC) Certification
- CDMP or CRTWC designation and/or Canadian Registered Safety Professional (CRSP) Designation or experience with Occupational Health & Safety is preferred
- 5+ years disability case management experience in both non-occupational and WSIB is preferred
- Experience in a large unionized and multifaceted work environment (1000+ staff) and/or in a large Municipal/Public Sector – 24/7 Operations is preferred
- Experience with Schedule 2, experience with Disability Management Software i.e. Parklane system and/or experience with Ergonomics is preferred
- Working knowledge of current psychological and physical interventions is preferred

## Responsibilities

*Claims Management: Provide expert advice to management and employees regarding non-occupational and occupational absenteeism claims due to illness or injury, ensuring consistent administration of all applications, policies, procedures and claims documentation processes (55% of time)*

- Review and process medical documentation submitted by employees to ensure compliance with medical certificate requirements, determine eligibility for sick pay benefits and WSIB bridging/advances.
- Ensure required documentation is stored confidentially in accordance to PHIPA requirement. Create and manage appropriate disability claim file in appropriate software, Parklane.
- Advise employees and management regarding the medical leave/WSIB documentation requirements, applicable benefit entitlements, available resources for treatment and next steps regarding medical documentation requirements and return to work.
- In cases of unsuitable medical documentation, provide guidance on what information is missing, why it is required, what the potential consequences of non-compliance are, and action required preventing any impact on their employment status and/or eligibility for sick pay benefits.
- Analyze bi-weekly sick leave audit report to ensure compliance with medical certificate requirements. Support management on the non-compliance procedure. Advise managers on the Unsupported Medical Unauthorized Medical Leave (UMUL) process when identified, and draft correspondence for managers to issue to their impacted employees.

- Facilitate and guide managers on early and safe return to work plans by providing restrictions/limitations, and any special considerations such as safety at work considerations when appropriate. Where necessary, collaborate with the OHN where restriction/limitations are not clear. Draft return to work plans and assist managers in assigning suitable and safe work to injured/ill employees. The DMC monitors and assesses the return to work plan for progression based on established recovery and return to work goals, corporate work accommodation procedures and expectations, and the professional opinion of the OHN where necessary, minimizing operational disruption and mitigating sick leave costs.
- Guide management on privacy legislation and policy in relation to medical information and temporary accommodations. Provide the managers with standard recovery timelines for various medical conditions limitations/restrictions.
- Participate in problem solving and addressing and resolving client complaints.

*WSIB Claims Management: Responsible to initiate WSIB claims for work related illness or injury, ensuring consistent administration of all applications, policies, procedures, legislation and claims documentation processes (35% of time)*

- Receive and review all Employee Incident Reports (EIR) in order to determine when it is appropriate to file a WSIB claim.
- Contact employees to review reported incidents. Explain WSIB policies, processes, required medical documentation including mental stress injuries, Employee and Family Assistance Program (EFAP) and available supports. Confirm written medical documentation received; the physical/psychological capabilities and limitations/restrictions in order to facilitate goal-oriented case management strategies. Seek advice and/or clarification from the OHN where necessary. Advise employees on WSIB payment processes for health care and lost time.
- In accordance with the Workplace Safety and Insurance Act, privacy legislation and corporate policy, provide direction to management regarding their employees WSIB claims. Ensure legislative requirements are met respecting timelines, report submissions, medical documentation and accommodation. Consult with managers to gather objective information and present an initial claim objection to WSIB, where appropriate.
- Complete and submit WSIB form 0007 with the full incident details, earnings, initial objections where appropriate, witness statements, Temporary Transitional Work Plans and medical documentation.
- Work in collaboration with the ill/injured employee, managers and WSIB representatives to ensure all required information is obtained.
- Provide case management for WSIB Claims – create and monitor progress of return to work/accommodation plan, and coordinate adjustments as needed, and ensure appropriate claim management decisions are made in accordance with WSIB legislation.
- Review all WSIB form 0007 claim submissions and determine in consultation with the manager, and based on WSIB policy if an initial objection is appropriate.
- Review all WSIB claim decisions and whether an employer objection or participation in a worker's objection is appropriate.
- Collaborate with the employee, management, colleagues on the Health Safety and Wellness team, union representative and WSIB representative to support and healthy and safe return to work.
- Prepare, audit and submit worker bi-weekly earnings and hours information for all active claims to the WSIB.
- Analyze WSIB weekly billing statements and charges for accuracy and resolve discrepancies with WSIB representatives.



*LTD Claims Management: Responsible to initiate LTD claims due to non-occupational illness or injury, ensuring consistent administration of applications, LTD contract and claims documentation processes (10% of time)*

- Advise eligible employees when it's appropriate to initiate the LTD application process. Provide notification to the LTD carrier and Union as well.
- Provide direction and instruction to all full-time employees on the LTD application processes, LTD carrier processes and employer expectations during the initial phase.
- Serve as the direct contact for the LTD account representatives regarding pending and approved claims. Complete all employer LTD applications, confirm elimination period end dates and highlight any workplace issues relevant to the claim.
- On a bi-weekly basis, monitor and analyze all LTD claim activity to ensure policy/contract compliance and timelines are met. Participate in scheduled LTD case-management conversations with the LTD account representatives to address concerns/delays/inconsistencies in the LTD application/approval process. Review all new LTD claim decisions. Provide directions to managers and employees on next steps. In collaboration with the Manager address any employee non-compliance issues such as failing to participate in an appeals process. On-going communication with LTD account representatives regarding pending claim status.

*Perform other related duties and responsibilities as assigned or required.*

## Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values. Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

Let us know why you would be an excellent team member by submitting your online application to **Job ID 31616 no later 11:59 p.m. on March 28, 2022** by visiting our 'Careers' page at [www.niagararegion.ca](http://www.niagararegion.ca). We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.