



**Position Title:** Return to Work Advisor

**Position Status:** Full-Time Regular

**Department:** Human Resources & Corporate Services

**Employee Group:** Exempt

**Location:** 4515 Central Boulevard, Burnaby

Our Human Resources Department is seeking a Return to Work Advisor who will work closely with our employees, managers and Unions to administer all aspects of disability claims. This includes gathering the necessary documentation to support absences, return to work, and accommodations.

You are a Human Resources professional with experience in disability management and the ability to handle complex situations with tact, diplomacy and sensitivity. You have experience working in multi-Union environments and are able to interpret Collective Agreement language. You possess a combination of empathy, strong analytical skills, a keen attention to detail and you apply these attributes when making decisions and recommendations. You are equally comfortable dealing with confidential/private matters as you are with gathering reports, statistics and research. Your professional experience and education is supplemented by an ability to work with diverse individuals and recommend practical solutions.

The Return to Work Advisor reports to the Lead HR Advisor, Disability Management & Return to Work and falls within our Professional / Technical Level P2 job family.

**This role:**

- Works closely with employees, line supervisors, Safety Security and Emergency Management staff, division managers, HR staff and union officials in order to facilitate the constructive and timely return of employees to the workplace.
- Administers disability claims management; explains program requirements and necessary documentation to support absences and subsequent return to work; determines frequency of contact depending on the nature of the illness/injury; receives, evaluates and follows up on documentation from medical practitioners to ensure absences are supported and opportunities for accommodation can be assessed; communicates with supervisors and other stakeholders regarding abilities and restrictions and timing of return to work; develops and monitors return to work plans, assessing appropriate job matches.
- Participates in data collection, reporting and analysis to track program participation, identify trends and issues, and measure program outcomes.

- Processes long term disability claims; identifies eligible employees, initiates the application process, and liaises with internal and external resources, including employees, supervisors, adjudicators, medical practitioners and rehabilitation specialists; facilitates resolution of claims issues.
- Coordinates with internal and external resources to initiate interventions, including functional capacity evaluations, job demand analysis, job site inspections, independent medical examinations, rehabilitation programs, referrals for counseling, substance addiction programs, and accommodations that will assist in the return to work process.
- Works with supervisors and internal resources to ensure that employees have access to the available programs to support them during their absence, and to ensure seamless administration of pay and benefits during an employee's absence and upon their return to work.
- Conducts training and information sessions; provides presentation content input, presents material, informs participants about Metro Vancouver's disability management practices and processes, and responds to questions.
- Advises managers of the employer's rights and responsibilities with respect to return to work and duty to accommodate; keeps up to date on changes in laws, statutes, and acts associated with scope of responsibilities.
- Escalates complex cases with related labour relations implications as necessary.
- Performs other related duties as required.

**To be successful, you have:**

- 5 years of recent, related experience supplemented by a university degree or diploma in a relevant discipline such as human resources with specialized training in disability management, or nursing with a specialization in occupational health; or an equivalent combination of training and experience.
- Designation as a Certified Disability Management Professional is preferred.
- Sound knowledge and ability to apply and interpret relevant legislation and acts such as the Human Rights Code, WorkSafe BC legislation and the Freedom of Information & Protection of Privacy Act.
- Sound knowledge and understanding of disability and human resources management principles and processes.
- Ability to work under general direction and use sound independent judgment in adapting and applying procedures to address and resolve unusual or problem situations; ability to analyze complex issues and provide strategic input.
- Ability to build and maintain effective and respectful working relationships with internal and external contacts under circumstances that may be highly sensitive and emotionally charged.
- Excellent oral and written communication skills, including effective listening skills. Superior business writing skills including the ability to draft non-routine correspondence to external contacts, employees and the union regarding matters such as return to work arrangements, functional capacity evaluations, and independent medical evaluations.
- Skill in dealing tactfully and sensitively in a variety of situations including exercising substantial discretion with highly sensitive and confidential information.
- Demonstrated ability to work independently and in a team oriented work environment; displays a high level of initiative.
- Ability to provide professional advice and guide managers on disability and attendance management issues; strong analytical, interpretation and research skills and displays a high degree of integrity and professionalism.
- Ability to meet timelines and objectives and demonstrates persistence to overcome obstacles.
- Practical knowledge of a complex human resources information system such as PeopleSoft.

- Proficiency using Microsoft office programs, including Word, Excel, and Outlook.
- Valid BC Class 5 Driver's License.

**Our Vision:**

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, 2SLGBTQI+, all genders and persons with disabilities. Accommodations will be provided upon request during the selection process.

*Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by October 3, 2023.*