



... a great place to live, work & play

One of the sunniest regions in BC's Lower Mainland, Delta embraces three unique communities - Ladner, North Delta and Tsawwassen. The City of Delta is looking for dedicated individuals to join our team and share in our commitment to lead the way in public service excellence.

DISABILITY MANAGEMENT ADVISOR

The City of Delta is a vibrant, forward-thinking city in beautiful British Columbia. We are committed to fostering a positive and inclusive work environment that prioritizes the well-being of our employees. We are currently seeking a highly skilled and experienced **Disability Management Advisor** to join our team. This senior-level position offers an exciting opportunity to make a significant impact within a dynamic municipal environment.

Position Overview

As the Disability Management Advisor, you will lead Delta's disability management team and program. This includes overseeing both occupational and non-occupational claims and supporting employees through the return-to-work process. You will collaborate closely with employees, management, healthcare professionals, union representatives, and other external stakeholders to ensure a smooth and effective disability management experience. This role is critical in maintaining a positive and productive work environment while ensuring compliance with relevant legislation and best practices.

Key Responsibilities:

- Lead and manage the City's disability management program, including developing, implementing, and monitoring policies and procedures.
- Collaborate with the Human Resources team to handle occupational and non-occupational claims, managing employee absences and ensuring adherence to relevant legislation.
- Provide expert guidance to employees, managers, and HR on disability-related matters, including sick leave, medical accommodations, and return-to-work planning.
- Review, triage, and manage all WorkSafeBC claims within your portfolio, ensuring timely reporting and compliance with required timelines.
- Oversee all related correspondence, medical documentation, and WorkSafeBC materials, ensuring the necessary information is gathered for safe return-to-work planning.
- Follow up with all parties involved to gather facts and determine claim merit, providing updates to WorkSafeBC and ensuring efficient management of cases.
- Maintain regular contact with injured employees and those on modified return-to-work plans, offering continuous support.
- Manage complex disability cases and conduct assessments, ensuring appropriate accommodations are in place for employees.
- Work with managers, supervisors, and employees to identify and overcome barriers to stay-at-work and return-to-work initiatives, developing tailored solutions.
- Educate staff and leadership on disability management best practices, legal obligations, and effective return-to-work strategies.
- Collaborate with healthcare providers, insurance carriers, and legal advisors to ensure optimal outcomes for both employees and the city.
- Partner with union representatives and other stakeholders to address concerns and facilitate resolution in a fair and consistent manner.

- Track and maintain detailed records of active claims using spreadsheets, communication logs, and employee claim files, ensuring thorough documentation and compliance.
- Audit and update employee records (e.g. payroll, personal information, leave records) in both paper and electronic formats, ensuring accuracy and confidentiality.
- Ensure the confidentiality of sensitive medical and personal information related to employees on medical leave and return-to-work plans.
- Prepare internal reports and statistics on disability management, accommodation, and attendance data, tracking key performance metrics and making recommendations to improve program efficiency and effectiveness.
- Collaborate with departments to identify modified or alternative work options for employees, maintaining a job bank of suitable roles.
- Assist in the administration of the Attendance Management program and support the Ergonomics Program as required.
- Stay up-to-date with relevant legislation, collective agreements, and industry trends to ensure the program remains effective and compliant.

Qualifications:

- A minimum of 5 years experience in disability management, ideally within a municipal or public sector environment.
- In-depth knowledge of BC's Workers Compensation Act, the Human Rights Code, and relevant health and safety legislation.
- Strong expertise in case management, return-to-work processes, and occupational health.
- Proven experience in managing complex disability cases and developing workplace accommodations.
- Exceptional collaboration, communication, and interpersonal skills, with the ability to work effectively across diverse stakeholder groups.
- Strong problem-solving and conflict-resolution skills.
- Relevant professional certifications such as Certified Disability Management Professional (CDMP), Certified Return to Work Coordinator (CRTWC), and/or National Institute of Disability Management and Research (NIDMAR) are highly desirable.
- Post-secondary degree or diploma in Occupational Health, Human Resources, Health & Safety, or a related field is preferred.

The City of Delta provides a competitive salary (\$108,602-129,512, 2024 rate) and a comprehensive benefits package, including a Defined Benefit Pension Plan with Special Agreement option (Municipal Pension Plan). Interested applicants are requested to apply online at www.delta.ca/employment, to competition number **#25-115 EX**. This posting will remain open until it is filled. Candidates will be shortlisted and may be interviewed during the posting period.

At the City of Delta, we are committed to recruiting and retaining a diverse workforce that is representative of our community, providing equal opportunity, and fostering an inclusive workplace where our individual differences are recognized, valued, and celebrated.

We thank all applicants for their interest; only those under consideration will be contacted. Copies of relevant professional certificates, degrees, or tickets must be submitted with your application. Preferred candidates will be required to submit a Police Information Check.