

Town of Caledon

make a difference



Job Title: Advisor, Wellness & Claims Management (Permanent Full-Time)

Closing Date: June 20th, 2025, 12pm

Town of Caledon is a dynamic municipality that successfully balances urban, rural, and agricultural communities. Our energetic staff are guided by our core values that create an environment for continuous improvement and customer service excellence.

In addition to offering exciting career opportunities, the Town also provides a competitive and comprehensive total rewards package. Come see how you can ***make a difference***.

The Opportunity

Reporting directly to the Manager, People Services, the Advisor, Wellness & Claims Management role is responsible for supporting the Town's commitment to providing a healthy and safe work environment. The individual will apply deep domain expertise to deliver a full range of services and initiatives across the department, including but not limited to administration of the Town's wellness, benefits, and disability management programs. This position will be responsible for independently providing disability and rehabilitation case management services for medical accommodation requests, Short Term Disability (STD) claims, and Long-Term Disability (LTD) claims with a focus on early and safe return to work. This individual will also develop and deliver employee wellness programs, initiatives and events and support the overall return-to-work process to enhance the Town's reputation as an employer of choice for attracting and retaining talent. As the Advisor, Wellness & Claims Management, you will perform the following duties, including but not limited to:

- Oversee the administration of the Town's benefits program for both union and non-union groups as well as the maintenance of an online database for our benefits carrier.
- Manage employee enrollments and determine employee eligibility ensuring timelines and accuracy.
- Support the administration of group benefits enrolment and change events, annual open enrolment activities and renewal processes through engagement with internal partners such as People Services and Finance, and external partners such as benefits providers and consultants
- Administer the Employee & Family Assistance Program (EFAP)
- Apply a proactive, prevention-oriented, and continuous improvement approach to develop, implement, and monitor employee health and wellness programs at the Town
- Utilize broad wellbeing, benefit, and healthcare experience to anticipate market trends and internal needs
- Coordinate and manage short-term and long-term disability claims and ensure that they comply with applicable laws and Town policies.



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- Overseeing the workplace accommodation request process, and coordinate accommodations in line with applicable legislations, while ensuring the best interest of both employee and the employer
- Monitoring disability and accommodation data and trends, reporting these findings to leadership team.
- Conduct benefit and human resources related data surveys and benchmarking.
- Support the H&S Advisor with injury reporting and WSIB claims management.
- Perform additional duties and undertake special projects as assigned.

The Ideal Candidate

We are seeking a passionate professional with a post-secondary diploma in Human Resources Management, Health Science, Social Sciences, related discipline, or an equivalent combination of skills and experience in disability management. Our ideal candidate has a minimum of 4-5 years related experience in Disability Management, Benefit Administration and Claims Management. Human Resources experience and Human Resources designations such as CHRP/CHRL designations are an asset.

Relevant professional certification, such Certified Disability Management Specialist (CDMS), Certified Disability Management Professional (CDMP), Certified Return to Work Coordinator Designation and/or Canadian Vocational Rehabilitation Professional (CVRP) Designation an asset.

The ideal candidate will have demonstrated working knowledge of all relevant legislation and regulations (ie. Accessibility for Ontarians with Disabilities Act (AODA); Employment Standards Act (ESA); Municipal Freedom of Information and Protection of Privacy Act (MFIPPA); Occupational Health and Safety Act (OHSA); Ontario Human Rights Code; Workplace Safety and Insurance Act etc.). We are seeking an individual with a high degree of self-motivation and initiative and the ability to work independently with minimal supervision.

The successful candidate for this position will be required to work a flexible schedule, including in the office, remotely and after hours (as required).

This position offers a salary range of \$96,512.66 - \$120,640.83 plus a competitive benefit package.

Satisfactory passing of a criminal record check, and proof of qualifications will be required of any successful candidate(s) for this position.

The Town is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The Town is an equal opportunity employer that is committed to an inclusive and barrier-free workplace. If your application requires accommodation, please contact People Services at (905) 584-2272 Ext. 4738.

*Applications for this posting will be accepted until **June 20th, 2025, 12:00PM.***

How To Apply

To learn more about employment with the Town of Caledon and to apply for this exciting and challenging opportunity, visit: www.caledon.ca/careers

If needed and upon request, this document can be made available in an alternative format.



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