



Vacancy: Regular Full-Time Disability Management Specialist **Job ID:** J0926-0158

Location: City Hall

Posting Start Date: 2026/09/15

Posting End Date: 2026/09/29 by 4:30p.m.

Employment Group: EXM **Salary Grade:** N – \$96,315 – \$113,313 per annum

Standard Weekly Hours of Work: 36.25 **Shift Work Required:** No

The Disability Management Specialist plays a vital role in supporting employees through periods of illness, injury, or disability while helping them successfully remain at work or return to work when they are able. This role is responsible for administering workplace injury and disability claims, coordinating Workplace Safety and Insurance Board (WSIB) processes, managing short-term and long-term disability documentation, supporting timely and safe return-to-work planning, preparing claims-related data and reports, and providing guidance to employees, leaders, payroll, health care providers, WSIB representatives, and external consultants.

Responsibilities:

- Manage disability management programs and claims-related processes, including coordinating case activity, maintaining employee health and claims records, supporting attendance management processes, and providing guidance to employees, leaders, internal partners and external contacts
- Coordinate WSIB administration, including initiating and monitoring claims, ensuring timely completion and submission of required documentation, preparing correspondence such as Forms and claims appeals, and monitoring claim status, decisions, timelines, and follow-up requirements
- Facilitate safe and timely return-to-work planning by working with employees, managers, health care providers, WSIB and LTD representatives, payroll, human resources, and external consultants to identify suitable duties, restrictions, accommodations, and graduated return-to-work arrangements
- Review medical and functional abilities information, clarify documentation requirements, support workplace accommodation processes, and ensure claims and disability management activities are handled with confidentiality, consistency, and compliance with applicable legislation and policies
- Monitor, analyze, and report on disability and WSIB claims data, including claim trends, costs, duration, return-to-work outcomes, lost time, and opportunities to reduce claim impact through early intervention and effective case management and compliance
- Review, recommend, and coordinate the use of WSIB or disability management consultants as required, and provide oversight of related costs, invoices, documentation quality, and claims management outcomes
- Work with payroll to support accurate WSIB benefit wage payments, absence coding, claims-related reporting, and reconciliation of claim cost information
- Conduct analysis of disability and workplace injury trends and recommend claims management, return-to-work, accommodation, and prevention strategies that support operational continuity and employee recovery
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage, and Trust
- Other duties as assigned

Requirements:

- Knowledge and skill generally associated with the completion of a four (4) year degree or equivalent post-secondary education in health sciences, disability management, human resources, occupational health or a related field, along with five (5) years of relevant experience in claims management, disability management, return-to-work coordination, workplace accommodation, or a related area
- Certificate in Disability Management, such as CDMP or CRTW, is preferred; additional related training in WSIB claims administration, return-to-work planning, workplace accommodation, or case management is considered an asset
- Working knowledge of the Workplace Safety and Insurance Act, WSIB policies and procedures, Human Rights legislation, accommodation obligations, privacy and confidentiality requirements, and disability management and return-to-work best practices
- Demonstrated experience managing complex disability and workplace injury claims, interpreting claims documentation, coordinating modified work or accommodation plans, and liaising with internal and external stakeholders
- Established skills and experience using Microsoft Office and related software applications, including HR information systems, accident tracking systems, disability management modules, claims databases, reporting tools, and records management systems
- Excellent interpersonal, communication, documentation, analytical, and time management skills, with strong attention to detail and the ability to manage multiple active claims, competing deadlines, and sensitive issues
- Demonstrated discretion, sound judgment, and professionalism in handling confidential employee health information and claims-related records
- Ability to provide own transportation as required for travel between sites

This position is eligible for hybrid work.

As a condition of employment, the City of Oshawa will require successful candidates to undergo a Criminal Records and Judicial Matters Check.

Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

Applicants who are currently employed by the City of Oshawa are asked to clearly indicate their status as an internal applicant in their application. Please ensure that you check your email regularly to receive any correspondence.

The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions. The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or assistance with the application

process please contact Human Resource Services. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.