



Job Title: **RTW Specialist, Workers Compensation Claims**  
Job ID: 20250221  
Location: Sapperton  
Full/Part Time: Full-Time  
Regular/Temporary: Regular

**Division**

Safety

**Department**

Safety & Emergency Mgmt

**Union Affiliation**

Exempt

**Responsibilities**

**PRIMARY PURPOSE**

Provides specialist support in the development and implementation of safe and sustainable stay at work and timely return to work plans for employees with work related injuries or illnesses related to workers compensation claims. Works directly with employees, supervisors and other stakeholders to create plans and resolve complex cases. Acts as a subject matter expert to support the day-to-day operation of the Recover at Work Program and with claims management within the Safety & Emergency Management department, providing input into program development and applying best practices.

**KEY ACCOUNTABILITIES**

Provides specialized support for all aspects of return-to-work case files, (including facilitating a safe, timely, and sustainable return to work, workplace modifications, and accommodations for ill, injured, or differently abled employees. Develops and implements safe, timely and sustainable stay at work and return to work (RTW) programs, projects, initiatives, and activities for employees with occupational injuries and illnesses; develops creative and unique RTW plans based on the specific requirements of the employee, their role, and their departmental needs.

Provides subject matter expertise to the resolution of complex cases where multiple injuries (physical and psychological) have occurred, requiring the application of best practices and adjustments to gradual RTW plans.

Liaises with employees, supervisors, unions, WorkSafeBC and the Occupational Health group to develop creative and individualized return to work plans based on the limitations and restrictions of the employee to ensure RTW plans are aligned and compatible with employee's abilities. Coordinates, communicates, and documents the stay at work and return to work plans and schedules.

Conducts detailed phone functional interviews regarding activities of daily living (ADL) while providing tips to reduce barriers. Works directly with employees, supervisors and other stakeholders to support safe return to work plans. Identifies and resolves logistical issues for stay at work and return to work schedules to ensure successful



implementation and provides related status updates to stakeholders, responding to inquiries from case managers.

Liaises with Supervisors and Managers to inquire about available rehabilitative and return to work opportunities. Coordinates follow up actions required to ensure a successful RTW plan and consults with others within the department as required. Leads or participates in making job offers.

Arranges appropriate medical, vocational, and work capacity assessments sponsored by WorkSafeBC to facilitate an expedited return to work plan, including site visits for claims adjudicators or consultants on behalf WorkSafeBC.

Maintains a solid level of knowledge of applicable legislative and regulatory requirements, return to work timelines, work accommodations and tools to support employees. Applies best practices and the principles and practices of return to work.

Leads or participates in project Steering Committees. Provides coordination and support to groups and other committees. Supports the development of projects, plans, assessments and reports.

Tracks, records, and maintains statistical information regarding stay at work and return to work programs. Produces monthly information as required for departmental reporting.

Conducts research and analyzes various assignments/projects as directed for best practices and industry standards for continual improvement of return-to-work programs and processes.

Acts as a point of contact between Workers Compensation case managers and CMBC employees and supervisors throughout ongoing RTW plans. Collaborates with other TransLink employees in the development of common policies, processes and to establish best practices.

## **Qualifications**

### **EDUCATION AND EXPERIENCE:**

The requirement for this job is acquired through an undergraduate degree in kinesiology, disability management or a related discipline plus four (4) years disability management/workers compensation claims experience in a unionized environment. Designation in one of the following is an asset: Certified Return to Work Coordinator (CRTWC), Certified Disability Management Professional (CDMP), Certified Vocational Rehabilitation Professional (CVRP) or Return to Work Disability Manager (RTWDM).

### **OTHER REQUIREMENTS:**

Solid knowledge of Workers Compensation and RTW legislation, regulatory agencies, principles, theories, concepts and practices.

Solid knowledge of the concepts, principles, practices, and techniques pertaining to disability management with a focus on occupational injuries and diseases.

Solid interpersonal and communication skills to communicate and influence implementation of stay at work and return to work programs with employees, supervisors, managers, union officials, WorkSafeBC.

Solid organizational, planning and project management skills to provide coordination and logistical support within the context of specific timeframes.

Basic knowledge of the collective agreements and other regulatory requirements.

Ability to work independently under minimal guidance and as well as with a team to collaborate and share information in disability management and to implement action plans.

Ability to deal tactfully and effectively with employees regarding sensitive issues, and ability to influence and



persuade employees and managers that staying at work/returning to work in a safe and expedient manner is in their best interest

Working knowledge of the relevant systems, such as Microsoft office applications.

### **Other Information**

Posting Reason: Replacement

Number of Available Positions: 1

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

Please note: An equivalent combination of education and experience may also be considered.

Once in the process, testing will be used to confirm this suitability and all internal applicants will be required to obtain a pass mark of 70% on each component of the testing to demonstrate a minimum level of proficiency in the position.

### **Work Schedule**

37.5 hours per week.

### **Work Designation**

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.

### **Rate of Pay**

Grade: 04

Salary: \$69,600 - \$104,400 per annum

### **How to Apply**

Please click the 'Apply' button at the top right corner of the page, or visit <http://q/>, [mycmbc.ca](http://mycmbc.ca), [mybcrtc.ca](http://mybcrtc.ca) to apply for this position and view other job opportunities.

**INSTRUCTIONS:** Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Please ensure your application is received before the posting deadline.

Posting Date: March 14, 2025

Closing Date: Open Until Filled



Coast Mountain Bus Company is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at [jobs@translink.ca](mailto:jobs@translink.ca)