

EXTERNAL JOB POSTING:

The Workplace Safety and Insurance Board (WSIB) helps people overcome workplace injuries and illnesses and helps business owners make their workplaces safe and healthy. Our people are at the heart of what we do. Bring your enthusiasm and expertise to the WSIB, and we'll help you achieve your personal and professional goals through meaningful work, development opportunities and a culture of compassion, integrity and teamwork.

We are the WSIB. And we're here to help.

WSIB offices remain closed due to COVID-19. Our priority is the health and wellness of employees and the people of Ontario. As such, this position may involve working from home for all or part of the duration of this position.

Recruiting for current and future Unilingual & Bilingual vacancies in the following locations:

Toronto, Hamilton, Guelph, Kingston, Kitchener, London, Ottawa, St. Catharines, Sault Ste. Marie, Sudbury, North Bay Thunder Bay, Timmins, Windsor

Salary Grade: 213 From: \$84,006.80

Job Summary:

Lead return-to-work (RTW) activities for cases at risk in order to drive RTW outcomes. Ensure suitable and sustainable RTW outcomes are achieved through customized coordination of the right services at the right time, and by applying a customer-centric approach. Achieve optimal outcomes and promote leading RTW practices through the delivery of innovative and specialized services.

Major Duties & Responsibilities

As leaders in return-to-work and working as part of a professional team of experts, you will:

- 1) Represent, Promote and Cultivate WSIB's leading Return-to-Work Brand through:
 - Representing WSIB and acting as Brand Ambassadors, promoting WSIB's leading Return-to-Work Program and as aligned with the leading professional guidelines of organizations such as the International Social Security Association (ISSA).
 - Professionally recommending, educating and applying evidence-based, internal and industry-supported leading practices that lead to optimal RTW outcomes and promote the prevention of injury/illness and disease.
 - Maintaining collective and individual professionalization requirements pertaining to accepted WSIB credentials; this includes obtaining the CDMP certification within the first two years of WSIB employment.

- 2) Apply a customer-centric approach, educate workplace parties and customers on:

- Disability management, return-to-work principles and leading practices, the benefits of early and safe RTW, the RTW process, the employer's and worker's rights and obligations under the Workplace Safety and Insurance Board Act and under relevant policies.
- WSIB's comprehensive suite of innovative RTW services and products, in addition to research-supported and industry-recognized resources.;

3) Evaluate, assess and interpret case needs by:

- Gathering information through a disability management lens, using a holistic approach and working in collaboration with internal and external customers, determine the most appropriate customer-centric approach to RTW;
- Considering and arranging appropriate assessments to develop a RTW plan based on the right services at the right time.
- Applying early and safe RTW principles to determine an optimal approach for specialized cases (e.g. Mental Health, English as Second Language) including: conducting research; identifying risk factors which would signal barriers to return-to-work, formulating innovative RTW options and leading practice approaches;

4) Planning, making and communicating decisions by:

- Collaborating with internal and external customers, representatives, health care community partners and related providers/resources; assess RTW Plan and goal dates in collaboration with all involved WSIB staff, providing guidance, advice and direction to support return-to-work;
- Driving for successful RTW outcomes by coordinating and facilitating worksite meetings to lead RTW discussions; identifying, clarifying and assisting in the resolution of any and all issues/barriers relevant to the RTW process;
- Determining and assigning accountability for implementation of all resolutions; reviewing, assessing potential RTW opportunities to determine: job suitability; recommend and approve appropriate accommodations and/or assistive devices;
- Making and communicating RTW decisions that enable a return-to-work; communicating decisions verbally and in writing; providing education on rights and obligations under the Act. Responding to worker and employer's requests for clarification and/or reconsideration specific to RTW services; monitoring employer and worker compliance in RTW Plans; communicating RTW Plan details to all parties.

5) Manage, Monitor and Secure ongoing sustainability of RTW planning through:

- Establishing a customer-centric follow up system to oversee goal-oriented plans; develop post RTW meeting interventions to ensure Plan remains focused on identified outcome.
- Initiating and leading case conferences with internal and external customers to review RTW options; where barriers exist, continue to work towards optimal solution; liaising with internal and external providers to gather information towards resolving barriers (i.e. health care community)
- Coordinating additional interventions as appropriate to drive the case forward and ensure continued communication with all customers for the successful implementation and sustainment of the RTW Plan

6) Perform required functions for caseload and RTW Plan management including:

- Implementing an effective documentation and follow up system to ensure optimal caseload management
- Documenting all related RTW activities using WSIB systems
- Responding to inquiries in a timely fashion within expectations;

- Maintaining an effective proven case management system to handle competing and changing case priorities.

7) Perform other related duties as assigned or required.

Job Requirements

Education

•University degree at the undergraduate level with a specialty focus in one of the following: disability management, health sciences (nursing, physiotherapy, chiropractors, kinesiology, ergonomics, occupational therapy), social work/sociology, vocational rehabilitation or psychology/counselling and a Certified Disability Management Professional (CDMP) or completion of CDMP certification within the first two years of WSIB employment in the Specialist, Return to Work Program position. Valid Ontario G class driver's license.

Experience

•Total of four years and six months experience. One year and six months prior experience in return to work, disability management, vocational rehabilitation or alternate dispute resolution. Three years on the job to reach full working level.

As a precondition of employment, the WSIB will require a prospective candidate to undergo a criminal records name check prior to or at any time following hire.

To apply for this position, please submit your application by the closing date noted above on our Job Opportunities page: <https://www.wsib.ca/en/careers>

We appreciate the interest of all candidates. Due to the volumes of applications we receive, we are only able to contact candidates that are selected to move forward in the recruitment process. The WSIB is an equal opportunity employer.

The WSIB is an equal opportunity employer and provides accommodation for job applicants in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you are an individual with a disability and you need accommodation in order to apply for this position, please contact talentacquisitioncentre@wsib.on.ca. If you are invited to participate in the assessment process, please provide your accommodation needs at that time. Please be advised that you may be required to provide medical documentation to the WSIB's Corporate Health Department so that appropriate accommodation can be provided to you throughout the recruitment process.

Employees of the WSIB have important ethical responsibilities, including the obligation to place the public interest above personal interests. Job applicants are therefore required to disclose any circumstance that could result in a real, potential or perceived conflict of interest. These may include: political activity, directorship or other outside employment and certain personal relationships (e.g. with existing WSIB employees, clients and/or stakeholders). Please contact TAC if you have any questions about conflict of interest obligations and/ or how to make a disclosure.

Privacy Statement

Personal information will be collected from your resume, application, cover letter and references under the authority of the Workplace Safety and Insurance Act, 1997 and will be used by the Talent Acquisition Centre and WSIB hiring parties to assess/validate your qualifications and/or determine if you meet the requirements of vacant positions and/or gather information relevant for recruitment purposes. If you have questions or concerns regarding the collection and use of your personal

information, contact the WSIB Privacy Office, 200 Front Street West, Toronto, ON, M5V 3J1 or 416-344-5323 or 1-800-387-0750 extension 5323. Be advised that information related to application status will not be provided.