



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION: Accommodations and Return to Work Specialist

DEPARTMENT: Health and Wellness

DATE CREATED: April 2024

DIVISION/FACULTY: Human Resources

DATE REVISED:

ORGANIZATIONAL STRUCTURE

This role reports to the Manager, Health and Wellness.

PRIMARY FUNCTION

The Accommodations and Return to Work Specialist (ARWS) is responsible for providing expertise in accommodations and return to work plans for employees. This role reviews accommodation requests and identifies options and strategies that allow employees to participate to the fullest extent possible at KPU. The ARWS provides guidance, direction and interpretation of human resources policies, processes, Collective Agreements, and Administrative Terms and Conditions. They assist with the development and delivery of disability management programs and services for University employees and works closely with management, employees, and a wide range of internal and external partners in the delivery of programs and services.

KEY RESPONSIBILITIES

1. Applies specialized expertise in the development and delivery of accommodation and return to work plans and all related practices and standards. Ensures to meet the needs of employees so that they can safely participate in work.
2. Collaborates with other HR teams to ensure accommodations, return to work plans and related activities follow collective agreement and benefit contract terms. Also provides specialized expertise in other HR functions in support of their program activities, including input to development of wellness programs and events.
3. In partnership with Human Resources Business Partners, supports managers in effective people management practices, including assisting them in overcoming barriers, communicating approaches to difficult issues and strategies for resolving issues related to accommodations and return to work plans.
4. Performs case management for rehabilitation of ill/injured employees, involving development, negotiation and implementation of vocational rehabilitation, return to work plans, and duty to accommodate agreements. Monitors plan effectiveness, initiating adjustments as required.

5. Maintains accurate and confidential records of accommodation requests, assessments, accommodations and return to work plans provided. Ensures compliance with confidentiality laws and policies, Collective Agreements and Terms and Conditions of Employments.
6. Ensures implemented accommodation and return work plans are working for employee and department and collaborates with employee and supervisor to make any necessary adjustments.
7. Collaborates with various departments and key parties within the organization to implement accommodation and return to work plans. Provides support and problem solving to effectively support the business and employee for success at work.
8. Works with health care providers and insurance providers to facilitate successful return to work outcomes which includes negotiating rehabilitation plans and return to work arrangements with business unit leaders, including workplace restrictions, workload assignments and modified duties.
9. Participates in workplace assessments with occupational health professionals. Provides advice and guidance to managers and employees on matters related to work accommodation, ergonomic requests, workstation modifications, adaptive aids and equipment.
10. Develops training programs and materials to foster management and employee understanding of return to work planning and workplace accommodations. Engages support of external service providers as needed.
11. Develops annual statistical reports of accommodations and return to work plans and makes recommendations to the Manager, Health and Wellness regarding opportunities for improved processes and practices.
12. Maintains currency with emerging best practices and changes in laws or regulations and recommends changes to human resource policies and procedures, standards and protocols, and offerings related to accommodation and return to work plans with a keen eye to continuous process improvement, and innovation.
13. Processes employee data and updates internal systems (e.g. Banner) and provides advice to HR and Payroll team on accommodation and return to work plans impacting employee pay to ensure the University has accurate information.
14. Collaborates with the Health and Benefit team ensuring processes are optimized to streamline case management and record keeping.
15. Establishes a high personal standard of service and performance, contributes to and promotes a safe, respectful, and inclusive work environment by actively participating in other duties as assigned, education seminars, training programs, etc.
16. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Bachelor's degree in Human Resources Management, Occupational Health, Kinesiology or a related field;
- Minimum of three years' related experience in developing and implementing employee accommodation and disability claims management in a unionized environment;
- Professional Certification or registered professional status within disability management, such as Certified Disability Management Profession (CDMP), Canadian Certified Rehabilitation Counsellor (CCRC), Accredited Rehabilitation Professional would be an asset;
- Or an equivalent combination of education and experience.

QUALIFICATIONS

- Demonstrated knowledge of the concepts, theories, practices and techniques of disability management, including accommodation, rehabilitation, case management, attendance awareness, and stay at work/early return to work programs
- Proven understanding of collective agreements, benefit policies, workplace legislation, disability guidelines and Human Rights legislation as they relate to disability management.
- Advanced interpersonal, communication, mediation and negotiation skills with ability to handle difficult conversations, emotional situations, conflict, and resistance with tact, diplomacy and professionalism.
- Demonstrated judgement, discretion and the ability to maintain a high degree of confidentiality.
- Demonstrated innovation and change management skills, including supporting and encouraging new ideas and approaches to build organizational efficiency.
- Demonstrated business acumen considering the business impact in decision making while maintaining a people first perspective.
- Demonstrated analytical and problem-solving skills and the ability to identify and recommend creative solutions.
- Proven ability to juggle and prioritize tasks, work to deadlines and demands, making responsible decisions and determine when to seek advice.
- High customer service orientation, with the ability to create a positive and meaningful customer experience.
- Demonstrated knowledge of medical/treatment terminology related to disability and vocational rehabilitation.

Ability to travel between campuses is required