

York University

Job Posting — Confidential, Professional & Managerial Employees (CPM)

Job Title: Manager, Employee Well-Being
Reports To: Director, HSEWB
Faculty / Dept.: Human Resources/EPC

Salary Grade: F
Job Code: 950991

Job Overview

The Division of Equity, People and Culture is committed to the Anishinaabe teaching of Mino Bimaaddiziwin, the Good Life, across all facets of York University. Our goal is to help nurture an environment where we all have a stronger sense of connection, inclusion, and wellbeing. This is our shared responsibility. We aim to invest in our people and to create an inclusive and equitable environment for all.

Reporting to the Director, Health, Safety & Employee Well-Being (HSEWB), the Manager contributes to the advancement of an integrated model of disability management and to the advancement of a culture of well-being. This role guides the development and implementation of process improvement and provides oversight to the management of occupational, non-occupational and accommodation claims in collaboration with applicable workplace parties.

The Manager will drive, influence and implement change to elevate the University's disability support program to one that goes beyond legislative minimums to promote employee well-being through healthy, safe and productive work environments. The Manager also provides expert advice and guidance to leaders and academic administrators as well as staff and faculty members. The Manager ensures effective processes are in place to liaise and partner with multiple unions and key partners including insurance companies and regulatory bodies. In partnership with others, the Manager drives the development of a sustainable culture of safety and well-being through collaboration, communication, education and participation.

Key Responsibilities

- Leads a team of approximately 5 employees, managing operations and personnel through recruitment, training, mentoring, and performance development to enhance staff capability and effectiveness.
- Strategically aligns disability management initiatives with York University's institutional priorities to foster a culture of well-being and inclusion.
- Leads and implements special projects that enhance disability management and employee well-being services across the University.
- Continuously improves policies, programs, and procedures to increase operational efficiency and ensure compliance with legislation and institutional standards.
- Oversees disability claims management and accommodation processes, ensuring alignment with WSIA, Human Rights Code, AODA, ESA, and other applicable legislation, University policies, and collective agreements.

- Provides expert consultation and strategic guidance to internal and external partners on complex issues, including disability and family status accommodations.
- Manages complex disability claims as needed, providing direct oversight and resolution in collaboration with internal and external partners to ensure timely, effective, and compliant outcomes.
- Develops and monitors performance metrics and indicators to support evidence-based decision-making and proactive well-being strategies.
- Administers and monitors budgets for employee well-being operations, including WSIB costs and related expenditures.
- Serves as the University's primary liaison with regulatory bodies (e.g., WSIB, Human Rights Commission), acting as a subject matter expert.
- Manages contracts and relationships with third-party providers such as LTD carriers, occupational physicians, and EFAP services.
- Collaborates on prevention and risk mitigation strategies within the Health, Safety and Employee Well-Being division, and prepares reports for governance and oversight.

Required Qualifications

Education, Training & Credentials

- Bachelors degree in relevant discipline with a specialization in areas of disability studies and business.

Minimum Experience

- Four (4) years of related experience.
- Two (2) years of managerial or consulting experience in disability management within a large, multi-layered, unionized organization

Knowledge

- Disability management theory, principles, and best practices
- Return-to-work and disability case management, including evaluation methods.
- Design and implementation of individualized work accommodation plans.
- Federal and Provincial legislation related to human rights, and accommodation
- Disability management practices and emerging trends, with the ability to apply innovative approaches to complex workplace challenges.
- Ontario's Workplace Safety and Insurance Act (WSIA), Occupational Health & Safety Act, and other applicable legislation

Skills

- Champions organizational proactive disability management initiatives by shaping long-term strategies, fostering cross-functional collaboration, and embedding inclusive practices that support a healthy and productive work environment.

- Effective project management capabilities, with experience leading initiatives from design through to implementation and evaluation.
- Proficiency in using technology, to support data-driven decision-making and program delivery.
- Refined interpersonal and organizational abilities, enabling productive collaboration across diverse stakeholder groups.
- Clear and persuasive communication skills, both oral and written, suited to conveying complex information to varied audiences.
- Strong facilitator experienced in engaging groups and delivering presentations and/or training.
- Creative and innovative – open to new ideas and ways of work.
- Demonstrated success with quality/process improvement undertakings and process evaluation.
- Collaborative leadership style, fostering teamwork and shared accountability within and beyond the employee well-being team.
- Effective partner working with internal stakeholders to align efforts and address shared interests.
- Proven ability to manage WSIB appeals and represent cases before WSIAT tribunals.
- Demonstrated judgement and critical thinking skills, with the ability to navigate in complex and ambiguous conditions capable of managing competing priorities and meeting deadlines, in both short-term and long-term planning contexts.

Summary of Work Environment

- Typical office environment