

York University

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

Job Title: Disability Support Specialist
Reports To: Manager, Employee Well-Being
Faculty / Dept.: Human Resources/EPC

Salary Grade: E
Job Code: 950558

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 Manager, Employee Well-Being, the Disability Support Specialist (DSS) contributes to the advancement of an integrated model of disability management and to the advancement of a culture of well-being. This position provides expert advice and guidance to academic administrators and non-academic managers, staff and faculty members, multiple unions and third-party partners regarding complex disability support, accommodation and return to work cases. This includes liaison with both internal and external partners to adjudicate and manage claims and support/facilitate safe and timely return to work and accommodation (medical and family status), for complex short-term absences, long term disability, and WSIB claims.

As part of the Health, Safety & Employee Well-Being (HSEWB) team, this role participates in the development and implementation of occupational health and safety and workplace wellness programs and initiatives.

Key Responsibilities

- Provide expert advice and support to academic administrators and non-academic managers and staff/faculty and instructors regarding disability support, WSIB, accommodation (medical and family), Employee and Family Assistance Program (EFAP) and return to work programs.
- Provide case management of complex short-term absences, accommodation requests (medical and family status), long term disability and WSIB injury/illness claims. These will include cases that involve mental health conditions, circumstances where there is conflicting medical information, complex accommodation cases, cases where treatment facilitation, or assessments (IME, FCE etc.) is required etc.
- Ensure practices are compliant with legal requirements, institutional policies/programs/procedures, and applicable collective agreements.
- Act as a resource and referral for the University's EFAP program.
- Act as a resource for wellness initiatives and related committees.

- Analyze absence/disability trends and other well-being data to identify systemic issues and recommend early intervention strategies to reduce claims and improve employee well-being.
- Develop proactive programs and resources to support managers and employees to manage accommodations effectively and prevent injuries.
- Design & deliver resources and training for managers and staff on disability support and employee well being best practices.
- Contribute to HSEWB team initiatives and programs to support staff/faculty safety, health, and wellness including data collection, analysis, reporting, making recommendation based on trends, advance university vision towards a proactive disability management practice.
- Perform other duties as assigned.

Required Qualifications

Education, Training & Credentials

- Bachelor's degree in relevant discipline with a specialization in areas of disability studies and business.

Minimum Experience

- 4 years progressive experience in a related field such as disability / WSIB claims management, health & safety, human resources, or occupational health, including experience with complex claims management in a unionized environment.

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

- Strong commitment to confidentiality and ethical standards
- Ability to maintain sensitive medical and labour relations information in confidence
- Ability to remain calm and articulate in high pressure situations such as tribunal proceedings, grievances or other dispute resolution forums
- Ability to explain and apply corporate policy, program and procedures and collective agreement provisions effectively
- Effective case management skills requiring active involvement and advanced strategies for managing complex cases

- Effective verbal and written communications and presentation skills
- Attention to detail, excellent organizational, analytical and problem-solving skills
- Proven ability to manage time in a deadline-oriented environment
- Strong interpersonal and customer service skills, including exercising tact, diplomacy and sensitivity when dealing with employees in a multi-union and non-unionized environment and staff / faculty/instructors at all levels, as well as external partners
- Ability to work cooperatively as part of a team, as well as independently with minimal supervision
- Excellent computer and information technology skills, including MS office applications

Summary of Work Environment

- Typical office environment