

Job Description

Job Title:	Disability Advisor
Department:	Human Resources
Reports To:	Director, HR Total Compensation
Jobs Reporting:	N/A
Salary Grade:	USG 8
Effective Date:	November 2017

Primary Purpose

Coordinates administrative activities, vendor support, and communication requirements for the sick leave and long term disability benefits which are payable to all employees with medically substantiated limitations or restrictions due to illness or injury.

Key Accountabilities

Remain current and conversant with trends and practices related to areas of responsibility

- Maintain awareness of best practices related to disability claims management and accommodations
- Maintain general awareness of applicable legislation including Employment Standards Act (ESA), Human Rights Code, Occupational Health and Safety Act, the Workplace Safety Insurance Act, Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA) and ensure compliance within area of responsibility
- Participate in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition

Administration of sick leave and long term disability claims

- Maintain an accurate database of medically verified employee absences utilizing a third party provider's system (Parklane)
- Verify disability payments are accurate based on eligibility and entitlement, utilizing partners in Occupational Health and as required, the vendors (Great-West Life, Morneau Shepell) for assessment/adjudication
- Ensure all parties involved with an employee's absence understand the current status including eligibility for benefits, medical documentation requirements, anticipated or planned return to work dates, and any limitations or restrictions
- Facilitate the completion and submission of timely applications for long term disability benefits
- Produce reports as required and identify areas or processes that could benefit from continuous improvement opportunities based on feedback received or through self-assessment

Develop and maintain current and accurate materials to support effective communication

- Ensure all disability management guide, forms, template letters are current, accurate and reflect the HR brand
- Ensure related and relevant material on the HR website is kept accurate and current
- Develop and deliver presentations on disability management as required

Maintain strong working relationships with 3rd parties who support in the administration of employee claims

- Interact on a regular basis with third party providers (i.e. Great-West Life, Morneau Shepell, Parklane) that provide assistance and support with the disability administration requirements
- Schedule and develop the agenda for required meetings or conference calls

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- Identify and lead the resolution of any service issues or misalignment with the contract for services
- Keep informed of any changes to systems or processes which may have an impact on services available, escalate as necessary

Other duties as required, including:

- Work with Occupational Health, HR Client Services, and managers to identify and develop strategies for managing employees who are experiencing frequent or patterned absences
- Assist HR Client Services by identifying any potential employment issues related to absences
- Assist in data collection and analysis for annual post-employment liability reports, auditors, insurance renewals, and presentations to leadership or committees
- Provide information as necessary to employees' legal representation
- As required, represent the University in court to confirm administrative practices for disability benefits

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Three-year college diploma or equivalent experience. Working towards Certified Employee Benefit Specialist (CEBS) and National Institute of Disability Management and Research (NIDMAR) designation would be an asset.

Experience

- 2-4 years of progressive experience administering disability or benefits programs.

Knowledge/Skills/Abilities

- Competencies include interpersonal and communication skills, analytical and problem solving skills, attention to detail, understanding of benefits landscape and relevant employment legislation.
- Basic skill level of Microsoft Office suite, Human Resources Information Systems, and Case Management systems (Parklane preferred).

Nature and Scope

- **Contacts:** The incumbent must be a good communicator and consultative in nature. The incumbent has direct contact and interaction with managers and employees. The role interacts regularly with representatives from Human Resources, Occupational Health, and the Safety Office. More occasional but important contacts are representatives from the three main employee groups CUPE, the Staff Association and the Faculty Association as well as the University Colleges. Externally, the role interacts with vendors, other community, university and college professionals who hold a similar role.
- **Level of Responsibility:** The position is responsible for the service delivery processes and efficiencies, data management related to operations and service delivery, the processes and procedures related to disability claims management, and associated communication strategies.
- **Decision-Making Authority:** This position has some decision-making authority within the bounds of pre-established guidelines as well as recommendations that are subject to review and approval by the Director, HR Total Compensation.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position operating within an office environment.
- **Working Environment:** The position involves exposure to emotionally disturbing experiences and/or interactions with employees who are upset, angry, unstable or unpredictable due to a variety of medical conditions. The role involves moderate psychological risk and distress resulting from unavoidable exposure to uncomfortable environmental conditions generally associated with normal

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workplace interpersonal conflict and its resolution and the stresses of change management in a dynamic campus community environment.