Job Description

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| **Job Title:** | Occupational Health Manager |
| **Department:** | Employee Health and Accommodations |
| **Reports To**: | Director, Employee Health and Accommodations |
| **Jobs Reporting:** | None |
| **Salary Grade:** | USG 12 |
| **Effective Date:** | February 2025 |

## Primary Purpose

The Occupational Health Manager reports to the Director, Employee Health and Accommodations and is responsible and accountable for the results and activities of the Occupational Health team, within the Employee Health and Accommodations department (EHA). The position is responsible for managing overall clinical leadership of the nursing staff, including serving as a role model and mentor to staff and a resource in clinical nursing practice within the scope of Occupational Health.

The Occupational Health Manager manages the day-to-day operation of occupational health functions within the broader EHA service offerings, which includes promoting and developing health and safety initiatives; provides occupational health services to employees; and supports disability management including medical absences and accommodations (. The incumbent is a member of the University's Joint Health and Safety Committee, and provides expert knowledge and direction on infection, prevention, and control related issues

This position works collaboratively with internal and external stakeholders to create a professional environment that supports operational efficiencies and optimizes team functioning.

## Key Accountabilities

**Clinical Direction and Oversight**

- Provides clinical leadership to the Occupational Health team, ensuring that operational procedures related to Occupational Health services and disability management services are upheld and delivered in accordance with relevant legislation.
- Provides clinical guidance to the team related to complex cases via individual and group consults and file reviews.
- Contributes subject matter expertise to case consults and in meetings with various campus partners that supports employee's holistic health and provides seamless service provision.

**Subject Matter Expertise and Guidance:**

- Advanced knowledge of privacy regulations and how they apply within the scope of the department.
- Advanced knowledge of the Registered Health Professionals Act (1991) and/or the Social Work and Social Service Work Act (1998) and control acts.
- Subject matter expertise related to occupational health nursing requirements, the Ontario Health and Safety Act, the Ontario Human Rights Code (the Code) specifically related to the Duty to Accommodate employees with disabilities, the Accessibility for Ontarians with Disabilities Act (AODA);
- Subject matter expertise on occupational health programming including those with regulatory requirements, such as Automated External Defibrillator (AED) programs
- Subject matter expert as it relates to occupational health nursing requirements, the Ontario

Health and Safety Act,

- Acts as a central resource for campus partners, staff, faculty on matters related to occupational health, and the supports and services available through the EHA department.
- Provides guidance to the campus around identifying and mitigating associated risks. Sufficiently facilitates matters, ensuring they are progressing as appropriate.
- Uses and applies their subject matter expertise to provide support and guidance to the Director, enabling strategic leadership of the department and supporting the department to uphold legal and statutory requirements

**Disability Management:**

- Design, manage and coordinate employee sick leave plan, liaise with the long- term disability insurance carrier, design and facilitate medically based employment accommodations and safe return- to-work programs.
- Design, coordinate and support employees' return to work plans, including the identification of barriers and opportunities for suitable work duties within the functional abilities of the employee.
- Communicate effectively and proactively to coordinate disability management practices and build credibility with all parties (e.g., employee, their manager, health care providers).
- Provide education and resources for managers, supervisors, employees and unions on the benefits of early and safe return to work, as well as the Duty to Accommodate within the Ontario Human Rights Code.
- Act as the point of escalation for clients and provide support and guidance in unclear and complex situations.
- Maintain expertise in occupational health, knowledge of standards of nursing practice and develop professional competence through ongoing professional development.
- Ensure programs are up to date with current legislative requirements.

**Health & Wellness Promotion**

- Reduce absenteeism through health promotion, disease prevention, and injury prevention.
- Develop and deliver healthy workplace initiatives and programs such as, nutrition, hypertension, fitness, Psychological Health & Safety, which in turn will provide a reduction of financial costs to both the University and the health care system
- Assess health risks from a corporate and employee perspective.
- Work with Human Resources to coordinate the Employee & Family Assistance Program (EFAP).
- Reduce financial and psychological costs to employees by timely referrals to the Employee & Family Assistance Program (EFAP).
- Provide health and wellness counselling; conduct wellness promotion initiatives and events, including preparing and presenting on health topics.
- Refer employees to community resources and utilize community resources such as posters, pamphlets, brochures, fact sheets, newsletters, health programs where applicable.
- Participate in major initiatives such as accreditation and policy development as well as various committees related to safety and prevention, such as joint occupational safety and health committees, EFAP committee, among others.

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**Health & Safety Program Management**

- Along with the Safety Office, consult and advise managers, supervisors, and staff on potential health risks involving exposure to chemical, biological, physical, and psychosocial hazards.
- Liaise with Public Health as required to prevent disease exposure or manage disease outbreaks.
- Primary lead during infection control outbreaks or pandemic planning and intervention.
- Participate in regional and provincial committees related to infection control and disease prevention.

**Business Strategies**

- Develop and maintain strategic alliances and productive business relationships with all levels of leadership to encourage occupational health in strategic planning and decision-making, and effectively promote best practices.
- Contribute to business process improvement activities by working closely with staff and functional experts, reviewing processes, tools, services, policies, and systems, and making recommendations for improvements.
- Establish internal and external benchmarking.
- Complement health and safety initiatives with other quality assurance strategies such as ISO (International Standards Organization).
- Analyze trends and statistics on injury, illness, and workplace practices to ensure program effectiveness.

**Managing Sensitive Materials**

- Assists in developing protocols and procedures that ensures access to secure documents are controlled appropriately and in accordance with University policy and relevant privacy legislation.
- Assists in developing protocols and procedures that ensures data accuracy and document integrity.
- Appropriately use and maintain confidential health and employee records in accordance with University policy and relevant Privacy legislation.
- Effectively use systems and technology to accurately and efficiently manage employe health and medical information.
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.
- Direct link between Legal Counsel and the EHA. Compiles evidence and relevant documentations to be used in litigation and at the Ontario Human Rights Tribunal. May serve as a witness representing the University at said Tribunals.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures, and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

**Required Qualifications**

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**Education**

- BScN degree or equivalent (required).
- Registered Nurse in good standing with the College of Nurses of Ontario (required).
- Diploma or certification COHN(C) in Occupational Health Nursing is an asset.
- Valid First Aid/CPR certification is required.
- Nonviolent crisis intervention/suicide prevention/intervention or similar certification is preferred.

**Experience**

- Minimum of five (5) years of recent related experience working in Occupational Health (required).
- At least five (5) years nursing experience, preferably in Occupational Health.
- Experience working in the following areas:
    - interpretation of and compliance with current legislation pertaining to the workplace (required).
    - environmental and health assessment (required).
    - case management, worker rehabilitation and return to work programs (required).
    - health and safety education. (preferred)
- A minimum of one (1) year managerial experience in a health care setting (preferred)

**Knowledge/Skills/Abilities**

- Demonstrated knowledge of current Occupational Health and Safety regulations and standards and proven ability to adhere to the Occupational Health Nursing practice standards in the provision of quality care;
- Advanced knowledge of WSIB process, the Registered Health Professionals Act (1991) and/or the Social Work and Social Service Work Act (1998) and control acts;
- Advanced knowledge on privacy legislation (PHIPA, FIPPA);
- Working knowledge of the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Human Rights Code (the Code), and the Duty to Accommodate persons with disabilities in an employment setting;
- Proven ability to de-escalate highly charged, volatile situations with individuals in crisis
- Proven ability to provide leadership, guidance, and direction to others
- Proven ability to provide client focused services
- Proven ability to work in a dynamic environment requiring the balancing of multiple and concurrent priorities and tight deadlines.
- Excellent interpersonal, communication (oral and written) and organizational skills.
- Demonstrated initiative and strong skills in problem-solving and decision-making.
- Proven ability to work independently with minimal supervision and in a multi-disciplinary team.
- Previous experience with Electronic Medical Record (EMR) system(s), especially Parklane.
- Intermediate proficiency in MS Teams, Word, Excel and PowerPoint.
- Maintaining clear Police Vulnerable Sector Check is required

**Nature and Scope**

- **Contacts:** Numerous internal and external partners, employees (faculty, staff, and unionized employees), and senior leaders to inform decision-making, collaborate on return-to-work plans/accommodations, negotiate solutions, and provide advice and guidance. Participate in various EHA and campus-wide committees to act as a resource or advance strategic planning in one or more areas related to occupational health subject matter.
- **Level of Responsibility:** Provides clinical leadership to EHA staff and any co-op students, contract staff or nursing students in clinical placements. Influences leaders and stakeholders regarding change in practice or process to improve the goal of wellness for all. Educates and coaches on subjects such as AODA, accommodations, duty to accommodate, Ontario Human Rights Code, Occupational Health & Safety Act, Early and Safe Return to Work, among others. The scope of practice requires managing Occupational Health services within strict legal and professional parameters.
- **Decision-Making Authority:** Has significant decision-making authority on case management of sick leaves and accommodations including designing and implementing workplace accommodations and procedures compliant with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and other human rights legislation. This role has decision making authority regarding whether employees qualify for workplace accommodations (including medical absences) and has the authority to augment a plan in the absence of documentation based on their clinical judgment. This position has decision making authority to determine whether a supervisor has fulfilled its responsibilities under various legislation, such as the Ontario Human Rights Code, AODA, OHSA, etc. Other types of decisions include: workload/priority management, and effective program and service development and initiatives relating to enhancing occupational health services offered in the department. Will liaise with external parties (insurance providers) and senior leadership before making decisions on complex cases or decisions outside of normal conditions (i.e. legal concerns). Has financial responsibility and signing authority for unit expenses.
- **Physical and Sensory Demands**: Demands typical of an administrative position. Occasional lifting of boxes and equipment up to 20 pounds. This role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury. Exposure to a fast paced service oriented environment.
- **Working Environment:** Typical office-based environment with frequent meetings across the University of Waterloo Main Campus and at satellite campuses requiring use of own vehicle. Occasional travel is required to attend meetings or conferences within Canada. Regular working hours with some evening/weekend work required. Fast-paced position with need for quick interventions. Additional stress due to high volumes of work, tight deadlines, changing priorities, the possibility of litigation, arbitration, grievances, dismissals, and human rights issues. The office-based position Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to the potential exposure to emotionally disturbing interactions with people who are upset, angry, abusive, aggressive, unstable, or potentially posting harm to self or others. This position involves the stresses associated with managing urgent and medically or legally complex cases, multiple and/or tight deadlines beyond one's control, and constant interruptions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g., phone calls, e-mails, urgent support requests), varying work volumes at different times of the year.