Job Description

Job Title:	Occupational Health Nurse and Case Manager (OHN CM)
Department:	Employee Health and Accommodations (EHA)
Reports To:	Director, Employee Health and Accommodations
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	October 2024

Primary Purpose

The Occupational Health Nurse and Case Manager OHN CM reports to the Director, Employee Health and Accommodations and is responsible for a) disability case management (e.g., sick leaves, workplace accommodations), and b) occupational health nursing functions (e.g., maintain a strong employee occupational health program . The OHN CM is also required to function as a best practice resource for stakeholders concerning occupational health issues and will have a strong focus on inter-professional collaboration, education, and support of members of the various multi-disciplinary teams working towards employee health and safety.

The OHN CM is responsible to maintain the privacy and confidentiality of medical records of all employees (faculty staff and Union) according to legislated requirements. The OHN CM role includes collaboration and implementation, of health surveillance programs including infection control education and surveillance, hazardous materials and health monitoring programs with the Occupational Health Manager, when needed.

Core competencies of the OHN CM include the following key areas of expertise: clinical practice; disability case management; regulatory/legislative; workers, workplace and the environment; management, business and leadership, health promotion and disease prevention, health and safety education and training

Key Accountabilities

Knowing and applying statutory requirements to disability case management

- Able to provide support and guidance to various multi-disciplinary teams focused on occupational health and safety issues.
- Working knowledge of relevant legislation i.e. Human Rights Code of Ontario, OH&S Act, Privacy Legislation, working understanding of WSIB processes, etc. This may include consultation with members of the interdisciplinary team within the limits of confidentiality on specific cases.
- Understand and support a workplace that provides physical and psychological health and safety for all its employees.
- Understanding and applying a working knowledge of related policies, procedures and regulatory requirements to support actions and decision making in the disability case management process (including sick leave, workplace accommodations, etc).
- Review employee medical and rehabilitative documentation, conduct bio-psycho-social interviews and observe employees registered with EHA to assess needs related to EHA services and programming (i.e. sick leave, workplace accommodations etc);
- Using clinical judgement, provincial legislation, and standards of practice to design appropriate and individualized workplace accommodation plans on a temporary or ongoing basis;
- Consulting with supervisors / stakeholders (supervisors, Departments, Human Resources partners) to ensure accommodations are appropriate for the workplace. If an accommodation interferes with the essential requirements of a role, the OHN CM will negotiate with stakeholders to determine an alternative accommodation that will ensure the needs of the employee are met, while maintaining the essential requirements of the role;
- Abiding by all legislative and university policies relevant to accommodations planning (e.g., AODA, Ontario Human Rights) and privacy legislation (PHIPA, FIPPA)

Employee Education and Infection Prevention and Health Promotion Support

- Assists with employee health and laboratory staff questions and facilitates the transfer of research knowledge into practical application on a case-by-case or program-wide basis.
- Facilitates regular and ongoing education to enable employees, researchers and laboratory personnel to safely and effectively fulfill their occupational responsibilities, as needed. The education will focus on best practice interventions within the scope of practice.

Interdisciplinary Team Collaboration

In partnership with EHA staff, provide departmental leaders advice, opportunities for education and support to employees and administrators on issues pertaining to occupational health including but not limited to: psychological health and safety, risk management, hazardous materials, best practice, infection control interventions, all aspects of AED placement on campus (including supporting for departments implementing AED procedures), and health promotion.

- Providing recommendations and decisions to various campus partners regarding workplace accommodations to directly ensure the University is meeting the duty to accommodate under the OHRC.
- Collaborating with campus partners to provide seamless service provision, including Health and Safety Office, Human Resources, Conflict Management and Human Rights Office, etc.
- Collaborating with campus partners to ensure accommodations are appropriately facilitated, including Departments, Human Resources, Plant Operations, and the Registrar's Office
- It is critical that the OHN CM has the ability to share information in an effective and collaborative manner; while maintaining confidentiality
- Help identify and provide case management to all employees as needed.

Clinical Service Provision

- May be called upon to provides direct Employee Occupational Health-related clinical services in Health Services Monday to Friday as required.
- The OHN CM provides health teaching and clinical support for other programs/faculties.
- Ability and knowledge to implement early and safe return to work procedures
- Ability to provide ongoing support, assessment to employees during sick leave
- Provides clinically appropriate guidance to employees to obtain appropriate health care or mental health care service in the community
- Clinical supervision as required for Nursing Students from local post-secondary educational institutions (i.e. Conestoga College) and kinesiology students from the University of Waterloo with guidance from the Occupational Health Manager.

Policy Review and Maintaining Medical Directives

- Through a structured approach with the Occupational Health Manager and relevant campus partners, routinely reviews, updates, and obtains approval of relevant policies and medical directives that pertain to the practice of Occupational Health Nursing in the Clinic, as required.
- Administers Public Health Initiatives, in partnership with EHA staff and campus partners, such as ongoing/annual programs including immunizations, screening clinics and other public health initiatives as appropriate for the employee population.

Managing Sensitive Materials

- Demonstrates consistent compliance with protocols and procedures that ensure access to secure documents are controlled appropriately
- Demonstrates consistent compliance with protocols and procedures that ensures data accuracy and document integrity
- Demonstrate consistent compliance with maintaining 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.
- Facilitate the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.

**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

Education

- Current registration with the College of Nurses of Ontario (required).
- Bachelor of Science in Nursing (preferred).
- Canadian Occupational Health Nurses Association (COHNA) – Certificate or Diploma.
- Member in good standing with Ontario Occupational Health Nurses Association.
- Current CPR and AED certification.

Experience

- At least 5 years relevant clinical practice experience in an occupational health setting
- Demonstrated experience in short term disability case management.

Knowledge/Skills/Abilities

- Working knowledge of WSIB process, the Registered Health Professionals Act (1991) and/or the Social Work and Social Service Work Act (1998) and control acts,
- Working 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
- Current knowledge of typical nursing requirements in an employee population including: nursing assessment, medical triage, psychological health and safety, environmental hygiene, immunizations
- Working knowledge Infection Prevention & Control preferred.
- Working knowledge Communicable Disease Surveillance Protocol.
- Able to administer injections (i.e., immunizations) as ordered by physicians.
- Ability to make clinical decisions within professional domain.
- Highly developed ability to organize time and set priorities effectively.

- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Effective coaching, presentation and training skills.
- Previous experience with an electronic medical record (EMR) program (Parklane Systems Health and Safety Software preferred).
- Able to input data in CIS.
- Maintaining a Clear Vulnerable Sector Check is required

Nature and Scope

- **Contacts:** The position calls for the ability to participate using occupational health knowledge, critical reasoning, personal experience and the application of public health and nursing process. Prioritize, adapt and react quickly to rapidly changing sensitive situations, calmly and effectively. Provide timely feedback to enquiries and review health and safety performance standards annually. Externally, this position must be able to interact with officials in local agencies, Occupational Health Nurses Association as well as other Ontario Universities/Colleges, local community leaders and the local medical community as needed. Able to demonstrate respect, dignity and integrity in interpersonal relationships and to demonstrate positive personal coping and wellness strategies. Ability to function effectively in team situations both within and across departments and other organizations to achieve optimal collective results. It is of critical importance that the OHN CM has the ability to function effectively in team situations both within and across departments and other organizations to achieve optimal collective results.
- **Level of Responsibility:** Responsible and accountable for appropriate clinical service provision. There are no direct reports to this position, however monitoring of co-op, work-study and student placements may be required. When called upon, must be able to interact with all levels of management across the University spectrum. The OHN CM performs their duties conscientiously and responsibly, adhering to the ethics of their profession as well as the regulatory and statutory requirements as applicable. All actions must be able to withstand legal scrutiny.
- **Decision-Making Authority:** Decision making authority for all items outlined above, including evidence based practice and the Ontario Human Rights Commission regulations to design and implement workplace accommodations. Will be required to provide medical care and make independent decisions in the absence of a physician while working within the framework of all relevant legislation. Has the ability to process confidential and sensitive medical information, work independently, and exercise judgment and discretion in the performance of duties to their full scope of practice.
- **Physical and Sensory Demands**: Moderate demands typical of an Occupational Health Nurse in an employee care environment. Exposure to a fast-paced service-oriented environment.
- **Working Environment:** Exposed to stress and pressure associated with clinical and program responsibilities. Involves moderate risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests, varying volumes at different times of year).
- The position is exposed to stress and pressure associated with administrative responsibilities in a clinical setting. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. Risk of exposure includes verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). Located indoors in a comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo staff, faculty, etc). 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 volumes at different times of the year). Requires flexibility to occasionally shift working hours to include evenings or to accommodate required staffing levels.