Job Description

Job Title:	Director, Employee Health and Accommodations
Department:	Office of the Associate Provost, Campus Support and Accessibility
Reports To:	Associate Provost, Campus Support and Accessibility
Jobs Reporting:	Occupational Health Manager, Occupational Health Nurse and Case Manager
Salary Grade:	USG 14
Effective Date:	February 2025

Primary Purpose

Reporting to the Associate Provost, Campus Support and Accessibility, the Director, Employee Accommodation and Wellbeing is responsible for providing strategic leadership, oversight, and effective management of the Employee Health and Accommodation department, which is the University's centralized office for the management of employee accommodations, and a central hub of resources and supports that promote employee health and well-being. The incumbent will serve as the strategic and operational leader responsible for offering and promoting programs and services that promote an accessible and healthy workplace environment that accommodates and supports the well-being of all employees. The position will serve as a subject matter expert offering guidance to the University about its obligations and responsibilities in meeting the legal duty to accommodate employees on all grounds protected by the Ontario Human Rights Code. This helps mitigate risk for the institution while increasing employee retention, engagement, and participation in the work environment. The meaningful participation and inclusion of all employees in the workplace is critical to the University's mission and strategic initiatives.

Key Portfolio Accountabilities

Strategic and Operational Leadership

- Provides overall management and administration of the Employee Health and Accommodations department, which includes being accountable for fulfilling the University's legal duty to accommodate employees, as well as maintaining coordinated and high-performing programs and services delivered within the unit.
- Provides leadership of the overall vision and strategy for the Employee Health and Accommodations department; establishing the mission, vision, and values in alignment with the Institution and internal/external requirements.
- Implements, monitors and reviews the department's strategic plans and goals.
- Ensures the department's operation meets and adheres to all relevant privacy legislations, human rights law, accessibility legislation, Occupational Health and Safety requirements, and industry standards of practice.
- Remains aware of trends within workplace environments (provincially, nationally, and internationally) and interpret how various external factors influence the University and the department.
- Provides forward-thinking and tactical leadership by using data/trends for proactive rather than reactive responses to employee needs and rights.

Expertise and Guidance on Meeting the Legal Duty to Accommodate (Compliance)

- Offers subject matter expertise in applying the legal duty to accommodate in the workplace, as per the Ontario Human Rights Code (the *Code*), the Ontario Human Rights Commission's interpretation of *the Code*, the Health and Safety Act, and other related laws and regulations.
- Provides strategic advice to the campus community (i.e., senior leaders, people managers) on the duty to accommodate and the threshold for undue hardship (as defined by *the Code*).
- Offers sound advice and guidance to the larger institution around identifying and mitigating legal risks related to workplace accommodation planning.

- Provides professional expertise and leadership in accommodation planning, ensuring procedures are delivered in accordance with University policy, and legislative requirements.
- Provides clinical direction to the Occupational Health team on ways to manage challenging and/or complex cases, and in some instances, assume responsibility for the case. This will involve validating and assessing employee private health information; engaging in client screening through clinical assessments; conducting risk assessment and crisis management when needed; developing/facilitating accommodation and return to work plans; and liaising with health care providers and stakeholders as required.
- Offers clinical and strategic guidance, recommendations, and decisions regarding employee accommodations to people managers seeking to resolve complex and litigious cases. This involves offering advice and guidance on upholding the duty to accommodate to the point of undue hardship.
- Compiles evidence and relevant documentation to be used in litigation and at the Human Rights Tribunal of Ontario. May serve as a witness representing the University.
- Establishes consistent and professional standards including procedures and guidelines for accommodations, particularly on grounds other than disability/medical.
- Works closely with campus partners to provide holistic care and support for employees in crisis or requiring additional support.

Campus Partner Support & Strategic Collaborations

- Collaborate with campus partners to promote a safe, accessible, and healthy workplace environment.
- Collaborate with campus partners offering programs and services related to employee health and well-being to enable the Department to serve as a central hub for employee wellness.
- Offers expertise at ‘case consults and other collaborative meetings that support employee’s holistic health and provide seamless service provision.
- Collaborate with campus partners to offer efficient and effective services that promote navigation ease.
- Develops/leverages positive relationships with appropriate on and off campus stakeholders.
- Contributes to campus policy development and cross-campus committees related to employee accommodations and wellbeing.
- Offers input into the University’s strategic plan and various pan-university strategic initiatives with the goal to create and promote an accessible and inclusive work environment.

Financial Management, Reporting, and Assessment

- Remain current on the budget’s status as well as all changes in funding resources or potential resources.
- Provide annual financial and programming reports as needed.
- Responsible for the timely and accurate collection, analysis and reporting of relevant information (internal and external) for funding, continuous improvement, and to assist with campus- wide decision-making.
- Collaborate with other areas on campus to track employee retention, performance and satisfaction.
- Use data and program evaluation to determine the direction of the department.

Human Resource Management

- Meets individually and collectively with team members for supervision with an emphasis on clinical consultation, case file reviews, and professional growth and development.
- Provides a supportive environment that encourages productivity and staff success, as well as efficient and healthy workload management while meeting service targets.
- Engaging in effective and equitable recruitment selection procedures and standards.
- Focusing team effectiveness on University of Waterloo goals, and departmental mission and vision.
- Development of team members with an emphasis on clinical development and coaching.
- Leading with a collaborative, relationship-based, growth mindset.
- Facilitating staff annual performance appraisals and addressing performance management needs of staff.

Handling Sensitive Information

- Ensure overall access to private health information (documents and systems) and confidential/sensitive material are appropriately controlled.
- Ensure appropriate use and storage of confidential health records in accordance with University policy and relevant privacy legislation.
- Ensure the effective use of systems and technology to manage private health information accurately and efficiently, including data accuracy and document integrity within database and case-notes.
- Direct 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 always follow University and departmental health and safety policy, procedures, and work practices. Employees are also responsible for completing 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

- Postsecondary education in rehabilitative health sciences, nursing, social work or related field. Graduate degree is an asset.
- Individual must be registered with a professional college/society recognized in Ontario.

Experience

- 5+ years' direct experience assessing medical/rehabilitative documentation to determine eligibility for accommodations, and to design accommodation and support plans.
- 5+ year's direct experience in accommodation planning and managing complex and litigious accommodation cases. Experience with employment accommodations is an asset.
- 3 years' progressive management experience leading a multi-disciplinary and clinical team.
- Experience interpreting and applying the Ontario Human Rights' Code (i.e., the duty to accommodate to the point of undue hardship) to all protected grounds (e.g., Creed, family status).
- Experience successfully managing strategic initiatives and leading business process improvements.
- Experience working with clients experiencing a crisis.

Knowledge/Skills/Abilities

- Advanced understanding of the Ontario Human Rights Code (theory and practice), particularly, how it applies to the duty to accommodate employees with disabilities and other protected grounds.
- Strong working knowledge of privacy regulations (FIPPA), the Registered Health Professionals Act (1991), the Social Work and Social Service Work Act (1998) (if relevant) and control acts.
- Advanced understanding of how the symptoms or functional limitations of a disability (as well as intersecting identities) interferes with an individual's daily functioning.
- Advanced understanding of the functional limitations and barriers experienced by persons on grounds protected by the Code (e.g., creed, family status) which may require accommodations.
- Proven ability to work independently and collaboratively in a busy and inter-disciplinary environment.
- Excellent communication (oral and written) skills. Ability to communicate clearly, effectively, and calmly.
- Exceptional organizational, problem-solving and interpersonal skills required.
- Proven ability to provide solution-focused interventions.
- Demonstrated ability to exercise judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Strategic and tactical thinking; ability to weigh risks and applying sound judgement to decision

making.
- Proficiency with MS Word, Excel, and PowerPoint. Familiarity using databases for case management.
- Demonstrated ability to research, compile and analyze complex information

Nature and Scope

Contacts: Internally, this position interacts regularly with employees and their supports; the department heads within the AP, CSA portfolio; campus partners offering interconnected services (Human Resources, Legal and Immigration Services, Safety Office), cross-campus people managers, and the six faculty units. Externally, this position interacts with third-party disability case managers and providers, health care providers, community health agencies and service providers. The incumbent is responsible for maintaining and enhancing strategic working relationships in all these areas within the parameters of their role.
Level of Responsibility: This position is responsible for the development and execution of all operations and strategies related to the provision of employee accommodations. This incumbent is responsible for ensuring all medical/habilitative/psychological-educational documentation pertaining to an employee's disability status were appropriately assessed and considered in determining eligibility for employee accommodations. The incumbent is responsible for determining eligibility for accommodations on grounds other than disability, including creed and family status. The position is responsible for the appropriate and lawful handling of sensitive and confidential information, including private health information. The incumbent is responsible for providing direction to the occupational health clinical team related to complex and litigious cases, and the sound provision of employee accommodation and support.
Decision-Making Authority: This position has significant decision-making authority for accountabilities related to the provision of workplace accommodations. The incumbent provides decision-making regarding whether employees qualify for employment accommodation on all grounds protected by the Ontario Human Rights Code, to determine the accommodations required to fulfill the University's legal duty to accommodate, while maintaining academic integrity. The incumbent also uses employee's verbal reports, observations, and documentation review to modify accommodation plans and has the authority to augment a plan in the absence of documentation based on their clinical judgment.
Physical and Sensory Demands: 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: 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 posing 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, emails, urgent support requests, varying student volumes at different times of the year). Some weekend and after-hours work is required during the peak periods.