



JOB DESCRIPTION

JOB TITLE: ADVISOR – HEALTH AND WELLNESS

REFERENCE NO: 34076

DIVISION: CORPORATE SERVICES

DEPARTMENT: HUMAN RESOURCES

APPROVAL DATES: BY:  DATE: Mar 23, 2022
MANAGING DIRECTOR – CORPORATE SERVICES

BY: Stan Schwartzberger DATE: Mar 23, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a professional non-union position primarily responsible for the general administration of both the Disability Management Program and the Worker's Compensation Program. This includes working with all internal and external stakeholders, to manage ill/injured workers and return them to work in a safe, timely, and sustainable manner. This position is responsible for the education and surveillance of employee health to facilitate proactive and preventative health strategies and support the organization's goals for employee health and the mitigation of absence due to health-related issues.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Lead – Corporate Health and Wellness.
- Collaborates with the other members of the HR and Corporate Health and Wellness team.
- Develops and maintains internal relationships with other members of the Human Resources team, City leaders, workers, and Union Representatives.
- Develops and maintains effective external relationships with Alberta Worker's Compensation Board (WCB), benefit carriers, members of the medical community, external health practitioners, and other organizations.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides consistent and professional application of claim/case management best practices to support and assist employees who are off work with occupational or non-occupational health medical issues to return-to-work within their functional abilities, restrictions, and limitations.
- Promote the health and wellness of employees through an understanding of legislation, regulations, standards, and healthcare practice.
- Assist in developing health and wellness policies, procedures, documentation, roles and responsibilities for leaders and employees, to ensure compliance through education, monitoring, and disability claims/case management.
- Analyzes and interpret medical information and documentation submitted for worker medical conditions.
- Assists employees with health-related issues, including the coordination of external assessments, to establish recovery and rehabilitation goals and objectives.
- Applies the City's three-part disability plan (Sick, Short-Term Disability, and Long-Term Disability) for eligibility and ensures that all necessary documentation is processed.
- Works with all stakeholders to coordinate and facilitate return-to-work opportunities including temporary modified work and/or alternate placements.
- Develops and implements return-to-work plans and monitors the progress of employees once they have returned to the workplace.
- Generates and maintains consistent and comprehensive documentation for all claim/case management files and health surveillance activities.

- Gather, safeguard, and maintain private and confidential files and records within the Corporate Health and Wellness department.
- Perform pre-employment New Hire Health Declaration assessments and facilitate testing.
- Establishes and maintains open communication between all relevant stakeholders in the case management process and all health and wellness initiatives.
- Educates all stakeholders with regards to the Corporation's case management and return-to-work policies and procedures.
- Assists in developing, researching, and implementing wellness programs, including technological efficiencies and improvements for health and wellness.
- Assist in developing strategic health and wellness initiatives based on trends that will impact the organization and Corporate Health and Wellness practices.
- Performs related duties as required or assigned.

REQUIRED COMPETENCIES:

- Good knowledge of claim/case management, return-to-work co-ordination, and health and wellness programs/initiatives.
- Knowledge of legislation and regulations governing worker and worksite health and safety.
- Possess strong problem solving, and conflict resolution skills.
- Demonstrate professional judgment regarding employee health related matters.
- Proven experience in ensuring professional, accurate and timely communications, with strong verbal and written communication skills with team members and internal and external stakeholders.
- Exhibit strong interpersonal skills demonstrating a high standard of ethics, integrity, and discretion to address confidential and sensitive information.
- Able to express ideas and support decisions made with objective clinical judgment regarding health and wellness issues.
- Demonstrate initiative, resourcefulness, and accountability in establishing and achieving goals and objectives.
- Ability to accept direction, work independently to complete tasks, function as a collaborative team member, and be able to adjust rapidly to changing priorities as required to meet deadlines.
- Working knowledge and use of Microsoft and other software, ERP computer applications and office productivity software tools.

REQUIRED QUALIFICATIONS:

- Successful completion of bachelor's degree in nursing from a recognized post-secondary institution.
- Five (5) years of clinical nursing experience.
- Registered (or eligible to become registered) with the College and Association of Registered Nurses of Alberta (CARNA) or other relevant regulatory body in Alberta.
- Disability Case Management and/or Return-to-Work Coordinator certification or training is an asset.
- Possess and maintain a valid Class 5 Drivers License with an acceptable driving record.
- An equivalent combination of management approved training, education and experience may be considered.