



**Health and Abilities Specialist
Human Resource Services**

Title

Health and Abilities Specialist– Human Resource Services

Scope of Responsibilities

The Health and Abilities Specialist plays a support role in case management of employees on short term sick leave and long term disability, including the development of return to work plans and accommodations, and supports supervisory staff and employees with attendance support, disability case management and sick leave absences. The Health and Abilities Specialist will liaise with supervisory staff, treatment providers, Long Term Disability carriers and unions to effectively manage claims for employees (teaching and non-teaching) who become ill during the course of their employment. The Health and Abilities Specialist is responsible for supporting the implementation and maintenance of policies, processes and programs that promote and support employees in maintaining regular attendance at work. Working in a client service based environment, the Health and Abilities Specialist reports directly to the Manager, Health and Abilities.

Competencies Required

The Health and Abilities Specialist shall have the following competencies:

- (a) The ability to apply best practices and effectively manage a basic employee illness and abilities caseload;
- (b) The ability to use functional abilities assessments and assessments of cognitive demands/abilities to develop basic accommodation and return to work plans;
- (c) The expertise to match functional abilities with position demands to identify the need for modification or other accommodations;
- (d) The ability to apply best practices and reasonable standards in the delivery of effective attendance support programs;
- (e) The ability to provide quality front line customer service;
- (f) The ability to accept increasing responsibility as delegated by an immediate supervisor;
- (g) The ability to utilize current technologies such as data base, spreadsheet, word processing, e-mail, internet, and presentation software;
- (h) The ability to maintain client records in an efficient manner using automated client management systems;
- (i) The ability to consult and advise on health promotion programs to prevent disabilities and to maximize employee wellness;
- (j) The ability to apply knowledge and understanding of collective agreements affecting the management of employees in a unionized environment;
- (k) The ability to apply strong analytical, problem solving and decision-making skills;
- (l) The ability to apply knowledge, experience and commitment in the areas of race relations, cross cultural understanding, human rights and diversity;
- (m) The ability to demonstrate strong interpersonal skills in developing and maintaining positive relationships with employees, unions and third party providers;
- (n) The ability to apply effective oral and written communication;
- (o) The ability to develop training programs coupled with effective presentation skills;
- (p) The ability to work and communicate effectively within the Halifax Regional Centre for Education, with schools, students, parents, community members and external groups such as third party health care providers and government agencies;
- (q) The ability to maintain, in strictest confidence, information received concerning confidential matters such as labour relations legal issues, staffing and recruiting, performance management and any other information deemed to be of a confidential nature;
- (r) The ability to utilize current technologies such as Microsoft Office and electronic client management systems;
- (s) The desire and ability to engage in continuing education and professional development.

Qualifications

- (a) University degree in a related field such as human resources, occupational health, rehabilitation studies or acceptable equivalent;
- (b) Experience working with health care professionals, insurers, unions, and other third party service providers;
- (c) Strong computer skills and proficiency using technologies such as MS Office, SAP, etc.

Specific Job Components

The Health and Abilities Specialist shall perform tasks as assigned by the Manager, Health and Abilities. These tasks may vary, from time to time, with the evolution of the organization and may include but not be limited by the following:

- (a) Designs and develops basic return to work plans that are responsive to organizational needs and adhere to applicable labour legislation, including the Human Rights Act, and escalates complex plans to the Manager, Health and Abilities;
- (b) Develops basic return to work plans in conjunction with employee, employee's treatment provider, supervisory staff and union representatives and escalates complex plans to the Manager, Health and Abilities;
- (c) Educates and supports supervisory staff as well as employees with attendance support, disability case management procedures and collective agreement provisions pertaining to sick leave absences;
- (d) Closely follows an employee's recovery to job readiness and advises and supports supervisory staff and human resources staff in the management of basic absences;
- (e) Regularly requests medical documentation and attendance support transaction forms (i.e Deviation Forms) to be completed and submitted appropriately;
- (f) Oversees time loss records and documents all discussions and actions for cases under active management;
- (g) Gathers necessary medical documentation to support all requests for medical accommodations on both a temporary and permanent basis and escalates complex plans to the Manager, Health and Abilities for approval;
- (h) Maintains appropriate communication and good employee relations with employees throughout the absence;
- (i) Examines absence data and performs threshold analysis to support initial attendance support discussion with supervisors and appropriate employee follow up;
- (j) Assists with the development and provision of education materials and educational sessions regarding the attendance support process to supervisors and employees;
- (k) Assists the Manager, Health and Abilities, with all aspects of the Attendance Support Program, as directed;
- (l) Utilizes Microsoft Office, SAP and the in-house electronic client management system to regularly analyze absence records, claims data, and provide information and reports to LTD, other insurance providers and managers;
- (m) Works collaboratively with Workplace Injury Specialist to ensure efficiency and consistency in the claims management model;
- (n) Develops and maintains strong relationships with internal and external clients including HRCE staff, unions, and insurance and care providers;
- (o) Advises supervisory staff and employees on health promotion programs to prevent disabilities and to maximize employee wellness;
- (p) Other duties as assigned.