



## NON-CONTRACT ROLE DESCRIPTION

**JD2442**

|                        |                                       |                              |         |
|------------------------|---------------------------------------|------------------------------|---------|
| <b>ROLE TITLE:</b>     | Return to Work Coordinator            | <b>ROLE DESCRIPTION NO.:</b> | 00303   |
| <b>DEPARTMENT:</b>     | Occupational Health and Safety        | <b>HEABC REFERENCE NO.:</b>  | 1872188 |
| <b>REPORTING TO:</b>   | Team Lead, Disability Case Management | <b>HSCIS CODE:</b>           | 06099   |
| <b>CLASSIFICATION:</b> | NCEM/Range 6                          | <b>JOB CODE:</b>             | 06099AB |

### ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Team Lead, Disability Case Management, the Return to Work Coordinator assists the Consultants, advising on employee rehabilitation and health-related absence. Participates in the medical duty to accommodate process. Promotes early return to work and coordinates and facilitates complex return to work meetings. Assists in the development of complex return to work plans based on medical information and/or functional restrictions. Communicates with doctors and rehabilitation providers. Monitors and evaluates return to work programs. Maintains accurate records and utilizes appropriate software to record information and implement effective case management.

### DUTIES AND RESPONSIBILITIES:

1. Performs case management for the rehabilitation of ill/injured employees by monitoring the effectiveness of the treatment/rehabilitation plan and collaborating with insurers and care providers to determine a disability management plan, which is realistic and durable, under the direction of an assigned Consultant.
2. Establishes contact with injured/ill employees and serves as the focal point for centralized communication and coordination of the treatment/rehabilitation plan.
3. Coordinates the appropriate participants in the development of individual return to work plans and ensure that process and outcome are evaluated.
4. Monitors and evaluates return to work programs. Maintains accurate records of meetings, return to work plans and duty to accommodate agreements. Utilizes appropriate software to record information and implement effective case management.
5. Promotes early return to work opportunities to managers, employees and insurers. Communicates with doctors and rehabilitation providers to facilitate early return to work.
6. Advises employees who have health issues and their managers on processes and resources available to them.
7. Provides advice and guidance to employee, Human Resources and managers on suitability of available jobs to employee based on functional limitation and physical requirements of the job.
8. Analyzes disability statistics, frequency and duration trends to identify trends and risks factors. Recommend intervention and prevention strategies for managers to reduce frequency, duration and costs of employee absence.
9. Participates in site visits relating to complex return to work issues with insurers. Work within the collective agreements, WCB Act and Regulation, Human Rights Legislation and Long Term Disability Benefit Plans.
10. Assists in the maintenance of confidential Health Services files and other confidential matters.

11. Performs other related duties as required.

**QUALIFICATIONS:**

**Education, Training And Experience**

A level of education, training and experience equivalent to a Diploma, from a recognized College, in Occupation Health & Safety or other related discipline with a minimum of three (3) years related experience in a rehabilitation setting.

**Skills And Abilities**

- Ability to maintain confidences of personnel and health and safety matters
- Demonstrated ability to operate a PC utilizing MS Office software application
- Demonstrated ability to operate a HR data system
- Ability to work independently, using initiative. Ability to multi-task
- Ability to communicate effectively in both verbal and written form
- Ability to interact with other effectively, often in highly charged emotional states
- Ability to use facilitation, negotiation and diffusing skills
- Ability to apply case management principles
- Ability to establish and maintain effective work relationships with all levels of staff, union, and other internal and external clients
- Ability to problem-solve using creativity
- Physical ability to carry out the duties of the position
- Use of a personal vehicle to facilitate travel within multi-site organization