



NON-CONTRACT ROLE DESCRIPTION

JD3559

ROLE TITLE:	Ability Management Consultant	ROLE DESCRIPTION NO.:	01144
DEPARTMENT:	Health, Wellness, Safety and Ability Management	HEABC REFERENCE NO.:	1872186
REPORTING TO:	Manager, Ability Management	HSCIS CODE:	06060
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	06060AMC

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.

Working within a multi-disciplinary Occupational Health & Safety team, the Consultant, Disability Management, plays a key role in the promotion and maintenance of a healthy, productive workforce within Island Health. Reporting to the Manager, Ability Management, the Disability Management Consultant (DMC) is responsible for complex case management for the rehabilitation of ill/injured employees through the development, negotiation and implementation of rehabilitation, vocational rehabilitation, return to work, as well as coordination and facilitation of the Medical Duty to Accommodate (MDTA) process, including any other collectively bargained programs. The DMC provides consultation and coaching to managers and other stakeholders on all aspects of employee illness and injury.

The DMC educates and promotes early return to work and modified work arrangements to managers, unions and affected employees; communicates with external health care providers; develops appropriate return to work plans based on medical information and/or functional restrictions/limitations; coordinates and facilitates complex return to work meetings; educates managers on their obligations under BC Human Rights legislation and facilitates the Medical Duty to Accommodate process; monitors and evaluates return to work plans; maintains accurate records and utilizes appropriate software to record information and practices effective case management. May also assume a variety of projects as assigned.

The DMC is the organizational expert providing influence, leadership and education to managers on the benefits of job and worksite modifications required to maintain ill or injured employees in productive, meaningful work.

DUTIES AND RESPONSIBILITIES:

1. Performs complex case management for the rehabilitation of ill/injured employees through the planning, development, negotiation, implementation and evaluation of rehabilitation, vocational rehabilitation, complex return to work plans and facilitation of the MDTA process.
2. Provides direction and consultation regarding disability management in the areas of complex case and claims management, and MDTA to the Disability Management Team members (i.e., Disability Management Administrators, Ergonomic Consultants, Return-to-Work Coordinators, Disability Management Process Centre).
3. Assesses, evaluates, coordinates and monitors all aspects of medical case management of ill/injured employees, including: early intervention initiatives, WorkSafeBC case management, long-term disability case management to minimize the impact and costs of disability management on the organization.
4. Provides consulting, coaching and disability management expertise to management, Human Resources (HR), union representatives and employees on policies relative to general and specific medical absences and rehabilitation issues based on knowledge of the WorkSafeBC Act, Human Rights legislation, collective agreement provisions and VIHA policies and procedures.

5. Acts as Employer representative in collaboration with external agencies, including: WorkSafeBC (WSBC), Great West Life (GWL), Healthcare Benefit Trust (HBT), Insurance Corporation of British Columbia (ICBC), physicians and other treatment providers as appropriate in the development, negotiation and implementation of durable, sustainable and realistic disability case management plans and agreements.

6. Leads the coordination of the MDTA process, including: development, implementation and monitoring of timely workplace accommodation in accordance with collective agreement provisions and Human Rights legislation.

- Reviews and scrutinizes medical, including discussions with medical practitioners, to determine if meets the criteria for MDTA status.
- Coordinates and chairs MDTA meetings including employee, union, managers, HR Partners (HRP), third party stakeholders.
- Negotiates, facilitates and monitors job shadowing, transitional work opportunities and other related activities to identify suitable accommodation solutions.
- Identifies sustainable accommodation opportunities to integrate employees back into the workplace in meaningful and productive employment. Works collaboratively with the employee, HRP, management and union to foster a culture of acceptance for disabled employees to be effective in the workplace.
- Shares appropriate medical limitations and restrictions with the manager to facilitate and assess appropriate and sustainable accommodation to the unit.
- Collaborates in establishing accommodation plans which address the employee's limitations and restrictions and meets the manager's operational needs and constraints with respect to work transition and workplace re-entry. Follows up after each accommodation to monitor and assess outcome and if further action is required
- Develops strategies that promote the acceptance of MDTA plans and inclusion of disabled employees into the workplace.
- Educates stakeholders on Human Rights legislation and obligations, as required by the situation.
- Provides relevant vocational coaching to staff who have been off work for a period of time to better enable the re-integration into the workplace.
- Ensures consistent application of processes and procedures related to MDTA.
- Participates in arbitration or Human Rights investigations.
- Remains current with Human Rights legislation, arbitral legislation, related case law, disability guidelines and treatment protocols through research and investigation; works with internal stakeholders to ensure consistent application of collective agreement practices including legal requirements and other related regulations around disability management and MDTA.

7. Coordinates and facilitates substance abuse cases in relation to an individual's employment. Plans and facilitates required meetings in the process of addressing and managing substance abuse cases in collaboration with the employee, manager, HRP, unions and health care providers. Facilitates access to services, such as HBT Rehabilitation referrals or via union resources. Communicates and consults with addictions specialists as well as various licensing authorities. Coordinates and participates in the negotiation, development and implementation of Monitoring Agreements between the employee, employer and union to support the employee in a durable, sustainable and safe return to work.

8. Initiates and maintains a confidential health record for each employee as per VIHA policy and Freedom of Information and Protection of Privacy Act (FOIPPA). Utilizes data base and information management tools to process and record necessary case management information.

9. Coordinates and monitors employee progress in complex return to work plans and modifies or discontinues plans in consultation with involved parties.

10. Advises managers, HR, unions and employees when further evidence is required to determine work suitability and to ensure bona fide occupational requirements, with an aim to mitigate risk for both employer and employee.

11. Develops individualized medical questionnaires and communicates with physicians to assist in case management planning.

12. Scrutinizes and interprets medical information provided in conjunction with Job Demand Analysis (JDA), when necessary, and provides information to management and HR with respect to appropriateness of medical leave and/or impact on work suitability.
13. Identifies and removes barriers to return to work; influences and guides managers in securing suitable transitional work for ill/injured employees through negotiation and collaboration with appropriate parties.
14. Represents the department on a variety of selected committees to improve Disability Management processes.
15. Collaborates with HRP and managers in implementation of attendance management policy.
16. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to an undergraduate degree in a health science discipline related to disability management and/or occupational health. Five or more years of recent related occupational health experience in complex case management, disability claims management, and experience and knowledge with MDTA processes in a health care, multi-union and/or a similarly complex organization or an equivalent combination of education, training and experience.

Skills And Abilities

- Experience in complex disability case management.
- Demonstrated understanding of best practice for disability claims and case management.
- Demonstrated ability to collaborate with key partners to achieve desired outcomes.
- Demonstrated ability to communicate effectively, both verbally and in writing.
- Demonstrated ability to plan, organize and prioritize work.
- Ability to think critically, be innovative and problem solve.
- Demonstrated ability to facilitate and negotiate.
- Proficient in Microsoft Office Suite (Word, Excel and Outlook) and HRIS Systems.