JOB DESCRIPTION

TITLE: **HR ASSOCIATE – DISABILITY MANAGEMENT/OHS**

DEPARTMENT: **Human Resources**

Position Last Evaluated: N/A
Job Desc. Last Updated: Oct 2026

GENERAL ACCOUNTABILITY

Reporting to the Manager, Occupational Health and Safety, the HR Associate – Disability Management/OHS is responsible for supporting the City's disability management and return to work processes, coordinating the Psychological Health and Safety management system, and providing administrative support.

NATURE AND SCOPE OF WORK

Provides disability management and administrative support for occupational (WSBC) and non-occupational (sick) injuries and illnesses.

Reviews and processes medical notes, monitors employee absences, receives and tracks approval for Union sick leave and requests further medical information as required to assist with disability management.

Submits required forms and documentation for occupational (WSBC) injuries and illnesses; liaises with WSBC throughout the claim process.

Communicates and collaborates with employees, Union officials, supervisors, Management staff and other internal and external customers to facilitate and monitor the timely completion of required documentation and related processes.

Leads return to work support services by planning, implementing, coordinating, monitoring and evaluating options for an employee's safe and early return to work; liaises with all parties involved to coordinate return to work efforts and plans.

Administers accommodation requests and coordinates accommodation processes; reviews current accommodations and requests; follows up on ongoing accommodation cases.

NATURE AND SCOPE OF WORK cont.

Reviews and acts upon receiving WSBC and WCAT correspondence for disability case management; completes WSBC claim appeals and/or directs third party consultants for WSBC appeals.

Maintains WSBC and sick claim files and recordkeeping; produces quarterly workplace injury statistics and reports.

Maintains the psychological health and safety management system through documentation and training support.

Reviews and assists in implementing mental health initiatives from external providers such as EFAP, LTD, BCMSA and others.

Updates and maintains EFAP employee portal as an administrator and develops related procedures and staff communications; reviews EFAP reports and usage information to develop initiatives; coordinates EFAP critical incident requests.

Provides administrative support to the Occupational Health and Safety program and the Manager, Occupational Health and Safety as required.

Provides relief for HR Associates and back-up for front office as required.

Maintains accurate filing in both the electronic and hard copy filing system.

Performs HR project work and other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge and experience relating to disability management principles and practices.

Knowledge of Human Resources policies, procedures, and their applications, particularly with respect to disability management.

Knowledge of developing and maintaining a psychological health and safety management system.

Considerable knowledge of business English, spelling and punctuation, and of current records management systems, office practices, procedures, equipment, and filing systems.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and have excellent communication and interpersonal skills.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to work both independently and in a team environment and to complete work assignments with minimal supervision.

Ability to work under pressure, respond to continually changing priorities, and perform work requiring close attention to detail.

Ability to deal with highly confidential and sensitive issues.

Ability to compose comprehensive and concise reports and correspondence on own initiative, and ability to research information and compile and prepare statistical and other reports.

Strong analytical, organizational, and time management skills.

Advanced computer skills in Microsoft Office Suite (Excel, Word, Outlook).

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of a Diploma in Health Sciences (e.g. kinesiology, nursing, occupational therapy, physiotherapy, etc.), Business Administration or related discipline from a recognized educational institution.

A minimum of 3 years' related experience, including 1 year experience in disability management.

Or an equivalent combination of education and experience.

National Institute of Disability Management & Research (NIDMAR) training and experience in developing and maintaining a psychological health and safety management system would be considered an asset.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Satisfactory Criminal Record Check.

Possession of a valid Class 5 BC Driver's Licence

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

GENERAL STANDARDS cont.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.