



# THE THUNDER BAY POLICE SERVICE

## *POSITION DESCRIPTION*

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**POSITION:** Return to Work & Reintegration Specialist  
**BRANCH:** Human Resources  
**UNIT:** Human Resources  
**REPORTS TO:** Director of Human Resources  
**PAY SCALE:** As per the Senior Officer Salary Schedule

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### CORE COMPETENCIES

The **Return to Work & Reintegration Specialist** is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
<b>Accountability and Excellence</b>	<ul style="list-style-type: none"><li>• Align behaviours to organizational and ethical values of trust, integrity, leadership, inclusivity, and collaboration.</li><li>• Address others whose behaviours are contrary to TBPS values.</li><li>• Demonstrate required level of job-related skill.</li><li>• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.</li><li>• Comply with all relevant codes of conduct, policies, and procedures.</li><li>• Exercise self control, adaptability, and flexibility in stressful or difficult situations.</li><li>• Accept responsibility for own actions regardless of consequences.</li><li>• Respect the dignity, human rights, equity, diversity, and inclusion of others.</li></ul>

Competencies	Requirements
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Apply established guidelines and procedures to make informed decisions.</li> <li>• Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process.</li> <li>• Consider consequences of decisions including the impact on others and the TBPS.</li> <li>• Reach decisions that are consistent with established procedures and TBPS values.</li> <li>• Assess the effectiveness of decisions and responds accordingly.</li> </ul>
<b>Interaction and Influence</b>	<ul style="list-style-type: none"> <li>• Promote team goals, share the workload, and assist others.</li> <li>• Give credit and acknowledge contributions and efforts of peers.</li> <li>• Treat others fairly, ethically, and with value — communicating openly and building trust.</li> <li>• Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding.</li> <li>• Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS.</li> <li>• Ability to accept and act on constructive criticism.</li> <li>• Effectively communicate using strategies to achieve common goals, influence, and gain support of others.</li> </ul>
<b>Social &amp; Cultural Competency</b>	<ul style="list-style-type: none"> <li>• Demonstrate a professional, empathetic, and objective demeanour.</li> <li>• Able to effectively interact, work and develop meaningful relationships with people of various ethnic, cultural, and social backgrounds.</li> <li>• Recognize and respect diversity through communication and actions in all contexts.</li> <li>• Show respect and openness towards someone whose ethnic, cultural, and social background is different from one’s own.</li> <li>• Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS.</li> <li>• Able to use one’s own experiences to relate to and work with all ethnic, cultural, and social groups.</li> </ul>

<p><b>Planning and Organization</b></p>	<ul style="list-style-type: none"> <li>• Plan and organize work.</li> <li>• Identify importance of tasks and prioritize time accordingly to ensure completion of all tasks within timeframe.</li> <li>• Make effective use of available resources to meet work objectives.</li> <li>• Monitor the attainment of objectives and/or quality of the work completed.</li> </ul>
<p><b>Providing Advice and Guidance</b></p>	<ul style="list-style-type: none"> <li>• Keep current with changes related to area(s) of expertise and disseminates relevant information.</li> <li>• Provide advice and guidance to others on issues related to area of expertise.</li> <li>• Analyze implications of proposed course of action to mitigate risk.</li> <li>• Identify and propose solutions that take into consideration all parties involved in a situation.</li> <li>• Adapt strategies to take into account evolving trends and best practices.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>• Use appropriate procedures to collect, organize, retrieve, maintain, and disseminate information.</li> <li>• Demonstrate awareness of key types and sources of information needed to perform duties.</li> <li>• Effectively use technology and/or systems to manage information pertinent to the position.</li> <li>• Ensure appropriate security protection, storage, and maintenance of information.</li> <li>• Respect confidentiality of information.</li> <li>• Knowledge of computer applications pertinent to position.</li> </ul>

**SUMMARY OF ESSENTIAL JOB FUNCTIONS:**

The **Return to Work & Reintegration Specialist** is responsible and accountable to the **Director of Human Resources** for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Provide claims management for both occupational (WSIB) and non-occupational (Manulife) claims, this includes: collecting appropriate medical documentation, seeking clarification of a member’s medical status, liaising with outside agencies and service providers, coordinating return to work programs to proactively manage member absences, maintaining regular communication with members, supervisors and third parties to evaluate the ongoing claim status and developing follow-up plans to monitor member’s progress.

- Responsible for maintaining confidential files, preparing or assisting with claims analysis, statistics and reports.
- Act as the primary contact for inquiries related to workplace injury claims from internal and external stakeholders. Respond to all inquiries in person, by phone, or in writing and/or relay calls and messages to the appropriate personnel.
- Establishes and maintains effective communication between all stakeholders, which includes management, Human Resources, treating physicians, WSIB representatives, and Manulife representatives to ensure proper case management.
- Consults with the member, supervisor, treating physician and other stakeholders on abilities and/or restrictions, job demands, physical demands analysis, functional abilities forms, and timing of return to work.
- Coordinates the appropriate participants in the development of individual return to work plans, identifies systemic barriers upon returning, and assists departments in identifying suitable transitional work for members returning to work.
- Develops, implements, monitors and documents transitional return to work plans and accommodations in consultation with members, WSIB, Manulife, healthcare providers, managers, and Human Resources.
- Delivers program education to leaders, members, and Association representatives; and provides subject matter expertise and advice regarding WSIB, Manulife, and return to work processes.
- Participates in meetings, when required, with the Senior team, departments and external service providers to review claim trends, costs, accommodations and identify opportunities to reduce number of claims, durations and costs.
- Maintains detailed notes and documentation of communication and actions taken on claims.
- Acts as a liaison for WSIB and Manulife related matters between members, the medical community, management and Human Resources.
- Keeps current on the interpretation and application of relevant articles in the collective agreements, human rights legislation, and external regulations and legislation.
- Participates in cross-training within the unit.
- All other duties as assigned within the core competencies.

## QUALIFICATIONS

- Degree or diploma related to disability management, healthcare, nursing, kinesiology, occupational therapy, rehabilitation, social sciences or human resources; and
- Minimum of eight (8) years work experience in WSIB claims administration, disability claims management, return to work and accommodations and attendance management.
- A designation in one or more of the following disciplines is considered an asset: Certified Disability Management Professional (CDMP), Certified Return to Work Coordinator (CRTWC) and/or Certified Human Resources Leader (CHRL).
- Understanding and working knowledge of the Workplace Safety and Insurance Board benefits.
- Must be familiar with Workplace Safety & Insurance Act, Ontario Human Rights Code, Occupational Health & Safety Act and the Accessibility for Ontarians with Disabilities Act.
- Highly developed verbal and written communication skills, including demonstrated ability to compose complex correspondence and reports, strong conflict resolution, and presentation skills required.
- Demonstrated ability to establish and maintain effective relationships with administration, associations, superiors, co-workers, members, community partners, and the general public
- Excellent multi-tasking, organization, planning, and time management skills, including the ability to meet specific reporting deadlines.
- Strong research, planning, organizational and project/time management skills.
- Ability to learn and follow established policies and procedures.
- Ability to produce accurate work, with attention to detail.
- Ability to maintain confidentiality, and to use tact, diplomacy, and discretion when performing assignments and communicating with others.
- Proven ability to function and contribute as an effective team member and to work independently.
- Must be proficient in the use of computers and current related software.

**WORKING CONDITIONS**

- Required to work dayshift on Monday to Friday schedule, 40 hours per week.
- Work is performed in a standard office environment with minimal adverse working conditions.
- Regular need to give close attention, either hearing or seeing, to what is happening.

**TESTS & ASSESSMENTS**

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- Panel Interview

**APPROVAL:**

Prepared by: Director of Human Resources, S. Vita #2471	Initial Date Created: December 23, 2024
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