

Position Identification

Position Title	Abilities Management, Case Manager		
Position Replaces	N/A		
Position Level	Employee	Position Code	1166
Pay Band	Exempt Band 3	Date (last revised)	Aug-24
Supervisor Title	Supervisor, Abilities Management	Sup. Position Code	1166
Additional Requirement	CRC	N/A	
Exclusion Rationale	N/A	Flexible Work Arrangement	Flexible Work
Division	People & Culture		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

Abilities Management prioritizes wellness and considers employees' individual needs to feel empowered to maintain their connection to the workplace. We champion psychological health and safety to create a workplace where employees feel supported and can focus on doing good work.

Job Overview

Reporting to the Supervisor, Abilities Management, the Abilities Management, Case Manager provides case management support and direction to employees and stakeholders for occupational and non-occupational injuries and illnesses in accordance with BC Transits Abilities Management and Stay Onboard Programs. The role collaborates with internal Interested Parties (i.e. Leaders, People and Culture, Payroll), interacts with healthcare professionals, and insurers (i.e. WSBC, insurance companies). The aim is to support both a physical and psychologically healthy and safe workforce, to help ill and injured employees remain at work or return to sustainable work as quickly and as safely as possible, to improve accountability for and management of health-related absences, and to mitigate disability costs and claims.

Key Accountabilities and Expectations

Key Accountability	Expectation
Case Management	• Coordinate case management activities of all occupational and non-occupational injuries and illnesses, to support safe, timely and sustainable return to work. • Collaborate with employees, their leaders, care providers, and relevant stakeholders, including managers and union representatives, to develop individualized plans that support employees in staying at work or facilitating an early and safe return to work. • Support People Leaders in managing psychological, cognitive, and physical issues that may affect job performance and considers strategies to support employees in the workplace. • Provide expert consultation, advice, and coaching to leaders, employees, and other stakeholders by clarifying roles and responsibilities, interpreting collective agreement provisions, and offering guidance on short-term illness, injury plans, long-term disability plans and return-to-work. • Partner with People and Culture Advisor and Leaders during medical accommodations by providing the medical perspective with confirmation of an employee's needs (medical restrictions and/or limitations) that support the need for an accommodation. • Promote best practices in disability management through communication, provision of expert advice and education of employees, leaders' union representatives, People and Culture and others, as appropriate. • Maintain regular contact with employees through frequent communication to ensure the plan aligns with their functional abilities and individual needs. • Communicates clearly and accurately, maintains transparency of process, to provide responsive and reliable customer service. • Documents case activity and decisions in a timely, accurate, and confidential manner.
Program Enhancement	• Remains up to date on current and emerging industry trends and best practices. • Actively supports continuous improvement by identifying problem areas in regard to efficiency and effectiveness of the Abilities Management and Stay Onboard programs. • Streamlines processes and assist with the enhancement of the Abilities Management and Stay Onboard programs. • Supports the research, development, and implementation of the Wellness Programs.
Additional Duties	• Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies

Education	• Post secondary degree in Business Administration, Human Resources, Disability Management or a related field.
Experience	• Four (4) years related experience in disability management within a fast paced and dynamic administrative environment, preferably unionized • Experience with WorkSafeBC claims processing and related policies, procedures and protocols is considered an asset • Comprehensive knowledge in the application of best practices in disability case management, early intervention and return to work planning, roles and responsibilities of key stakeholders within a complex unionized environment • Knowledge of collective agreements, employment, human rights, information and privacy legislations is an asset • Experience in managing cases with or without disability case management software • An equivalent combination of education and experience may be considered
Key job-specific competencies	• Exceptional written and oral communication skills with a high degree of initiative, analytical thinking, sound judgment, and resourcefulness in creative problem solving • Strong interpersonal skills, demonstrating understanding, thoughtfulness and empathy in interactions, while maintaining and building relationships • Ability to facilitate/present to employees/ stakeholders • Ability to manage multiple tasks, organize and prioritize work effectively, and meet deadlines while maintaining accuracy in a fast-paced environment • Proficient in Microsoft Office Suite and related software applications • Adept at handling sensitive information with confidentiality and discretion • Demonstrated ability to work both independently and collaboratively as part of a team