

Job Title: Bilingual Senior Analyst, Disability Benefit Coordination

Job Requisition ID: 10675

Position Status: Permanent Full Time

Position Type: Hybrid

Office Location: Ottawa (ON); Calgary (AB); Halifax (NS); Montreal (QC); Toronto (ON); Vancouver (BC)

Travel Requirement: Travel not required

Language Designation: Bilingual

Language Skill Levels (Read/Write/Speak): CCC

Security Requirement: Reliability Status

Salary: Our salaries generally range from \$ 70354.2 to \$ 87942.74 and are based on qualifications and experience.

About CMHC

The work you do and the work we do together matters. We come to work every day with a common purpose: to contribute to a well-functioning housing system.

At CMHC, we hold ourselves accountable for our **results** and support our colleagues in their achievements. We thrive on **collaboration**, connecting across CMHC and involving the right people to get our work done. We have **flexibility**, in how, when, and where we work, within the boundaries of the business needs and the nature of your role. Our leadership style is guided by **trust**, where our leaders favour an adaptive approach based on the needs of their teams.

Join us and be part of a team that's committed to making a real difference and be part of something meaningful.

What's in it for you

We've got the purpose, the people and the perks you need for a fulfilling career. Here's the comprehensive and generous benefits you get when you're a permanent employee:

- Annual Paid vacation.
- Annual individual performance incentive.
- Defined benefit pension plan.
- Comprehensive group insurance plan to support your well-being from day one.
- Support towards your personal and professional growth with training, mentorship and more.
- An inclusive workplace culture and environment.

About the role

Join the Well-being, HR planning and Analytics team in the Senior Analyst, Disability Benefit Coordination position. In this role, you will provide expert advice, coaching, guidance, training and support to employees, people leaders, and Human Resources staff on disability management processes and practices related to short- and long-term disability claims in addition to injury on duty absences. You will plan, develop, implement, and coordinate the delivery of the disability management program and workplace accommodation directive. You will ensure compliance with medical recommendations as per Service provider's relayed information to minimize the risk to the organization in addition to maximizing at work services and safe return to work.

What you'll do:

- Manage, advise, and coach employees, people leaders and HR colleagues in complex absence management cases, including short-term and long-term disability, injury on duty, medical accommodation, and intermittent absences.
- Develop and deliver communications, training and educational materials and sessions to ensure all staff and people leaders are aware of appropriate disability management program, risk factors, workplace accommodation policy and services.
- Act as facilitator, coordinator, and lead support during return-to-work meeting with the employee and people leader. Advises and coaches people leader in the preparation and planning of the work reintegration plan.
- Collaborate with Employee Relations Specialist and HR Business Partner when workplace issues have been identified with a disability file to ensure proper investigation and/or support with their return to work.

- Participate in preparing comprehensive briefings, case chronology for Legal in response to formal complaints filed on accommodation files as well as prepare and respond to appeals with the Worker's Compensation Board regarding the denial injury on duty claims.
- Manage the contract with our external absence management provider including: the RFP process, billing and invoice payments, budget management.
- Identify, discuss, and recommend appropriate improvement opportunities, modifications and innovative strategies to the disability management program.
- Analyse third party and internal data related to absenteeism and provide insight to Senior Manager on current state, shifting trends, indicators, gaps and impacts in order to assess the potential for improvement and recommendations for change.

What you should have:

- An undergraduate degree in human resources, disability management or a related field.
- A minimum of five years of relevant experience in a disability management environment.
- A strong understanding of disability management policies, procedures, contract interpretation, legislation, claims management philosophy and medical terminology (such as the Ontario Occupational Health and Safety Act and its regulations, Part II of the Canada Labour Code, and the Workplace Safety and Insurance Act, the Employment Standards Act, and Workplace Safety and Insurance Board, human rights and duty to accommodate obligations).
- A comprehensive understanding of all aspects of short-term disability benefit payments and calculations.
- An ability to establish and maintain effective working relationships with external service providers for disability management and CMHC internal stakeholders (HRBPs, Benefits personnel, etc.).
- Bilingualism (English and French).

It would be great if you also had:

- A certified Disability Management Professional (CDMP), Disability Management Diploma.

Posting closing date: Note, the competition will remain active until filled.

Our commitment to diversity, equity, and inclusion

We're committed to employment equity and encourage women, Indigenous Peoples, persons with disabilities, veterans and persons of all races, ethnicities, religions, abilities, sexual orientations, and gender identities and expressions to apply. We also welcome applications from non-Canadians who are eligible to work in Canada.

CMHC is an inclusive workplace where diversity of thought – and of people – are recognized, valued, and considered essential to achieving our mission.

Learn more about our commitment to diversity and inclusion

What happens after you apply

We know that applying for a new job can be both exciting and daunting, and we appreciate your effort. **Learn more about our hiring process.** If you are selected for an interview or testing, please advise us if you require an accommodation.

If you applied before and you were not successful don't worry – we're always posting new positions, so don't hesitate to give it another shot. We're excited to see what you bring to the table this time around!