VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

WORKSAFE CLAIMS MANAGEMENT CONSULTANT

COMPETITION: #26155-81000976

SECTION:	Employee Advisory Team – WorkSafe Case Management, Human Resources Section
LOCATION:	3585 Graveley Street
STATUS:	Temporary full-time (Exempt)
HOURS OF WORK:	4-Day Compressed work week Monday to Thursday, 7 a.m. to 4 p.m.
SALARY:	Exempt Pay Range - $49.08 to $61.35 per hour ($89,635 to $112,039 annually)
COMPETITION END DATE:	Friday, November 13, 2026

Responsible for managing disability claims for employees with work-related injuries and illnesses, ensuring the effective administration of WorkSafeBC claims, and facilitating timely, safe, and sustainable return-to-work outcomes.

ESSENTIAL DUTIES

- Provides disability claim management consultation and services as the primary liaison among employees, supervisors, managers, union representatives, health care providers, and WorkSafe BC to ensure the effective management of work-related injury and illness claims, with the goal of a successful return to work
- Oversees the administration of Employer Reports of Injury (Form 7), claim documentation, and required correspondence to support timely adjudication and claim resolution.
- Maintains accurate and comprehensive disability claim records within the disability management system (Parklane), ensuring compliance with legislative, organizational, and reporting requirements
- Coordinates and facilitates return-to-work (RTW), graduated return to work (GRTW) plans, and modified-duty programs by collaborating with stakeholders to identify suitable accommodations and work assignments that support employee recovery and operational needs
- Reviews work-related injury and illness claims, claim decisions, and supporting medical information to identify discrepancies, pre-existing conditions, adjudication concerns, or potential errors in WorkSafeBC legislation and policy interpretation
- Facilitates workplace site visits to aid in claim management and return-to-work planning
- Provides guidance and support to employees and leaders regarding disability management practices, WorkSafeBC processes, employer obligations, and available workplace accommodation options
- Presents on disability management, return-to-work, and WorkSafeBC education sessions for employees, supervisors, managers, operational leaders, and workplace safety committees
- Communicates and collaborates with employees, supervisors, managers, union representatives, Human Resources, medical specialists, legal counsel, insurance providers, and external agencies to facilitate effective case management and resolution of claims
- Coordinates with employees, legal counsel, and ICBC representatives to provide payroll, attendance, and time-loss information required to support claims resolution, including the preparation of Certificates of Earnings and related documentation
- Administers and maintains attendance and disability management systems, ensuring the integrity, accuracy, and confidentiality of employee information
- Generates and distributes employee absence and attendance reports, including the daily sick-list report and other operational reports as required
- Participates in the annual mandatory high stress debrief program
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Strong working knowledge with Word, Excel, Teams and Outlook

- Ability to work with various computer programs and software
- Demonstrated ability to deal tactfully and decisively with sensitive and confidential issues
- Demonstrated ability to build and maintain effective working relationships at all levels of the organization, the public, and union representatives
- Demonstrated ability to plan, organize, and proactively solve problems and conflicts
- Demonstrated ability to work collaboratively in a team while demonstrating flexibility, diplomacy, and the ability to receive direction
- Demonstrated ability to assist section supervisors in assessing needs and requirements
- Demonstrated ability to develop and recommend new and revised methods and procedures related to the work
- Demonstrated ability to handle a fast-paced, complex, and changing workload while continuing to meet deadlines
- In-depth working knowledge of the WSBC claims process along with the RTW and GRTW processes
- Proven ability to exercise sound judgment and listen non-judgmentally to information presented
- Demonstrated ability to deal with emotions of people using sensitivity, tact, and empathy
- Demonstrated ability to make unpopular decisions that may have negative consequences for a party
- Basic working knowledge of medical terminology and human rights
- Strong multitasking, time-management, and negotiation skills
- Excellent written and verbal communication skills
- Excellent interpersonal skills and demonstrated ability to build relationships with a broad range of stakeholders

Preferred:

- Ability to develop and write procedures
- Working knowledge of SAP

EXPERIENCE

Required:

- Minimum three years of experience in an administrative role
- Minimum of one year of experience handling Workers' Compensation claims
- Experience applying and interpreting collective agreement language relating to sickness, illness, and disability leave and benefits

Preferred:

- Three to five years of disability management experience
- Three to five years of experience managing occupational and non-occupational claims
- Experience working in a policing environment
- Experience with WSBC, STD, LTD, accommodation, and return-to-work programs
- Experience interpreting medical information and functional limitations

EDUCATION

Required:

- Grade 12
- Completion of a human resources management course from a recognized post-secondary institute
- Certificate in disability management

Preferred:

- Diploma in disability management or bachelor's degree in human resources, occupational health, nursing, kinesiology, health sciences, business administration with HR specialization, or related field

OTHER REQUIREMENTS

- All employees must maintain their Enhanced Reliability Clearance while employed with the Vancouver Police Department, which will be renewed every five years
- Canadian citizenship or Permanent Resident status

SELECTION PROCESS

Only shortlisted candidates will be contacted, who may be required to write a test in order to move forward to the interview stage.

NOTE: This position is Exempt from the Teamsters Local 31.

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. **The competition number must be indicated in the subject line of the email**.