



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/16

## Advisor, Abilities & Wellness

**Job ID** oS2AsfwG-14431-2331

**Web Address**

<https://careers.indigenous.link/viewjob?jobname=oS2AsfwG-14431-2331>

**Company** EPCOR

**Location** Edmonton, Alberta

**Date Posted** From: 2024-04-05 To: 2050-01-01

**Job** Type: Full-time Category: Utilities

### Description

Highlights of the job We are hiring two (2) Full Time, Permanent Advisor, Abilities & Wellness positions working out of Edmonton, AB. The Advisor, Abilities & Wellness provides a diverse range of administrative services to support the Abilities team and broad range of advisory services related to employee leaves, disability case management and benefits & wellness programs within EPCOR Canada. This position may be open to our EPCOR's Where We Work hybrid work program. The Advisor is primarily accountable for administering employee leaves of absence and providing advice, support, and solutions related to various employee leave types. The Advisor is also accountable for the case management administration and coordination of straightforward disability cases (i.e.: short-term disability, medical monitoring, LTD and accommodation), including the adjudication of these cases. What you'd be responsible for Leave Management: Ensuring claims are coordinated and managed within contractual terms and conditions of eligibility and coverage including reviewing, analyzing, and investigating claims information from a variety of sources. Determining adjudication, assessment and intervention actions affecting short and long-term leaves claims management & top-up payments. Interpreting and applying contract wording, medical documentation, claims policies and procedures, statutory requirements and other guidelines. Coordinating and tracking time coding and leave implications with Abilities Management, Pension, Benefits and Payroll. Case Management: Straightforward Cases Adjudicating and managing low touch/low complexity STD files of shorter duration. Advising and educating managers and employees on processes. Streamlining, coordinating, and facilitating the opening of case files and ensuring that medical files and case documentation are properly allocated and stored. Providing timely and service-oriented communication to all stakeholders related to the processes. Developing communications in consultation with team members to support new and evolving processes. Team administrative support for the Database (creating new cases, uploading medical information, managing invoices, adjusting fields, updating letter templates etc.). Identifying and providing professional advice and process clarification in the coordination of return-to-work, stay at work programs (accommodations), Long-Term Disability, and Drug & Alcohol disability files. Ensuring proper and formal documentation and maintenance of return-to-work and accommodations records. Administrative Processes: Receiving, compiling, and completing legal/ file requests within

timelines. Maintaining process maps for Abilities and Wellness. Becoming the subject area expert and working with IT and Payroll to troubleshoot and update EPCOR's attendance management application (AbsenceConnect). Medical bill processing and timecard reconciliations, and utilizing Disability Management tools and software to create claims, attach documents, and naming conventions associated with both. Timely allocation of absence data to open case management files. Providing the reconciliation report that identifies timecard discrepancies as appropriate. Running reports and maintaining evaluation processes. Booking section and team meetings and recording minutes. Identifying and bringing forward suggestions for improvements in administrative processes and procedures.

• General Abilities and Wellness Advisory Support: Responding to managers and/or employee inquiries - Ability Management and Wellness email inboxes. Administering, coordinating and providing education on Abilities, EFAP and Wellness or Health prevention programs. Collaborating, implementing and reviewing Ability Management and Wellness processes to ensure compliance to policies, standards, and regulatory requirements. Conducting research to provide answers to inquiries and/or referring inquiries to the appropriate area, as required.

What's required to be successful? • Post-secondary degree in Human Resources, Human or Health Services (or related discipline) is required. A minimum of 2 years of experience working in Disability Management, a Health Services discipline, or Human Resources required. Completion of or working towards one of the following certifications through NIDMAR (National Institute of Disability Management and Research)

• is preferred: CDMP (Certified Disability Management Professional) CRTWC (Certified Return to Work Coordinator)

Understanding of HR Programs and initiatives. Works with a high degree of discretion in maintaining confidentiality. Experience managing multiple and conflicting priorities. Experience working in a professional office setting utilizing the full suite of Microsoft Office software, including Share Point. Excellent proficiency in the Microsoft Office suite of products. Demonstrated ability to coordinate, organize and manage multiple and competing priorities. Strong oral and written communication skills. Committed to providing proactive, business-friendly advice with a focus on adding value. Willingness to learn and grow within this role on an ongoing basis. Demonstrated program, case management and time management skills. Well-developed consultation, coaching and education delivery skills. Familiarity with the psychologically workplace standard and experience with recent occupational health changes regarding psychologically safe work.

• Other important facts about this job • Jurisdiction: Professional Hours of Work: 80 hours bi-weekly • Current EPCOR Employees please ensure that you are using your "@epcor.com" email address. • Learn more about Working at EPCOR! Follow us on LinkedIn, • Twitter, Glassdoor • or Facebook! • #LI-TA7 • Please note the following information: • A requirement of working for EPCOR is that you are at least 18 years of age, successfully attained a high school diploma (GED, or equivalent level of secondary education) and legally entitled to work in Canada. (A copy of a valid work permit may be required.) If you are considered for the position, clearance on all applicable background checks (which may include criminal, identity, educational, and/or credit) and professional reference checks is required. Some EPCOR positions require an enhanced level of background assessment, which is dictated by law. These positions require advanced criminal record checks that must also be conducted from time to time after commencement of employment. A technical/practical assessment may be administered during the

selection process and this exercise will be used as a part of the selection criterion. To meet the physical demands required of some positions, candidates must be in good physical condition and willing to work in all weather conditions. Clearance on pre-placement medical and drug and alcohol testing may be required.

For more information, visit [EPCOR for Advisor, Abilities & Wellness](#)