

**Disability Case Assistant**  
1 – Permanent Position  
**People and Culture**  
CUPE Local 4400 Unit C - Grade J (12 Months)  
\$31.56 - \$37.02

**The Toronto District School Board adheres to equitable hiring, employment, and promotion practices.**

*Reporting to the Disability Case Officer, the Disability Case Assistant will provide support to the Disability Management team in the administration of the Board's Short Term Leave Disability Plan (SLTDP), WSIB, return to work and accommodation processes in accordance with Board policies, procedures, terms and conditions and collective agreement requirements.*

**Summary of Duties:**

- Provide front-line support to the Board's disability management and Employee Assistance (EAP) programs; including initial receipt of incoming calls, processing of claims and referrals to EAP;
- Run, review and analyse absence reports; provide information to the appropriate Case Administrator to determine appropriate disability management process (e.g., early intervention, SLTDP or LTD for eligible employees);
- Provide information, guidance and respond to inquiries regarding the disability management process, WSIB and EAP;
- Process WSIB claims forms (e.g., form 7) within prescribed timelines;
- Liaise with WSIB claims management officials and department contacts;
- Enter and update claims related information in disability management systems;
- Assist with monitoring and tracking of claims including following up with employees, sending information packages, contacting union/federation representatives, and managers as required;
- Assist with processing requests for workplace accommodation;
- Liaise with third party providers to provide and/or receive information;
- Provide general administrative support to the department including preparation of correspondence, ordering of supplies, recording attendance, maintaining electronic and hard copy files, booking appointments, and producing various reports for a variety of stakeholders including unions;
- Update and maintain accurate information within SAP regarding employee sick leave allotment and vacation quotas;
- Update and maintain employee claims information, records and files; and
- Other related duties as assigned.

**Qualifications:**

- Secondary school diploma plus one-year post-secondary education, including courses related human and benefits administration, with one year's experience in disability management, or equivalent combination of education and experience;
- Knowledge of disability management processes (e.g. WSIB, short term disability, return to work, workplace accommodation);
- Knowledge and understanding of related Board, departmental policies and procedures, collective agreements and relevant legislation;

- Proficient computer skills such as databases, spread sheets, word-processing, disability management software (Parklane), human resources/payroll information systems (SAP);
- Demonstrated sensitivity and ability to maintain confidential information;
- Strong written, oral and interpersonal communication skills and ability to communicate information in a sensitive, courteous manner with a customer service focus;
- Ability to analyse information and reports;
- Records management, organizational and problem-solving skills; and
- Ability to work collaboratively in a team environment.

**Special Requirements:**

- Occasional travel required

**Location:** 5050 Yonge Street (Hybrid Work Eligible) (Wheelchair Accessible)

**Work Year:** 12 Months

**Hours:** 35 hours per week

**Please Note:**

Applications **must** be submitted:

1. In résumé form with a covering letter to: [Application.Submission@tdsb.on.ca](mailto:Application.Submission@tdsb.on.ca)
2. With competition # **CUPE C-25-1015UE** in the subject line
3. Apply no later than 4:30 pm on **January 24, 2025**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.***