



**Human Resources Administrator
CLAIMS MANAGEMENT
Human Resource Services**

Title

Human Resources Administrator (HRA), Claims Management – Human Resource Services

Scope of Responsibilities

The Human Resources Administrator, Claims Management, is responsible for coordinating the various functions and activities relating to sick leave, WCB, injury on duty and long term disability claims. The HRA will support and contribute to the management of case files; communicate with employees, supervisors and external service providers (i.e. physiotherapy clinics) to gather functional information and prescribe tasks and duties for the returning worker; maintain accurate and confidential information; and work closely with payroll in processing claims using the SAP system. Working in a client service based environment, the HRA will support employees and supervisors with a primary focus on employee's return to work. The HRA reports directly to the Health and Abilities Specialist.

Competencies Required

The HRA, Claims Management shall have the following competencies:

- (a) The ability to apply knowledge and understanding of case management involving sick leave, LTD and WCB;
- (b) The ability to apply knowledge and understanding of relevant legislation such as Human Rights Act and Worker's Compensation Act;
- (c) A demonstrated knowledge of current technology including SAP (Human Resource module), spreadsheets, databases, Laserfish, presentation and word processing software;
- (d) The ability to demonstrate tact and empathy when dealing with employees and responding to a broad range of diverse situations;
- (e) The ability to demonstrate strong interpersonal skills and problem solve complex situations;
- (f) The ability to manage and prioritize multiple tasks in a demanding, fast paced environment;
- (g) The ability to effectively coordinate and manage employee information and documentation;
- (h) The ability to provide quality front line customer service;
- (i) The ability to effectively work in a team environment and support the management team on matters relating to the administration of human resources functions;
- (j) The ability to work and communicate effectively within the Halifax Regional School Board, with schools, staff, and external groups such as government agencies, LTD carriers, union representatives and health professionals;
- (k) The ability to maintain, in the strictest confidence, information received concerning confidential matters such as labour relations between the Board and its unions, grievances, contract interpretation, contract negotiations, arbitrations, legal issues, information obtained through the recruitment process, performance management and attendance management issues;
- (l) The ability to apply knowledge and experience in the areas of race relations, cross cultural understanding, human rights and diversity;
- (m) The desire and ability to engage in continuing education and professional development.

Qualifications

- (a) University Degree or College diploma in Human Resources, Occupational Health or acceptable combination of relevant training and experience;
- (b) Minimum two (2) years experience in a Human Resources and/or Claims Management environment;
- (c) Demonstrated experience with HR Information Systems (preferably SAP);
- (d) CHRP designation considered an asset.

Specific Job Components

The HRA, Claims Management shall perform those tasks assigned by the Health and Abilities Specialist. These tasks may vary, from time to time, with the evolution of the organization and may include but not be limited to the following:

- (a) Maintain current knowledge of collective agreements as it relates to sick leave benefits, and requirements for the provision of medical documentation for all union groups;
- (b) Maintain current knowledge regarding long term disability coverage for each union and non-union group;
- (c) Process all WCB and LTD claims by ensuring required forms are completed and timelines are met;
- (d) Accurately and efficiently enter and maintain current information on all case files in required systems including SAP and the in-house claims database;
- (e) Liaise with third party providers such as WCB, physio clinics, and LTD providers to effectively manage claims at all stages;
- (f) Communicate and regularly update Principals and Supervisors indicating the specific return to work plans for employees including information on hours of work, duties, coding requirements for pay purposes and guidance on how to monitor the effectiveness of the plan;
- (g) Assess information pertaining to the physical and functional capacity of employees on WCB and make recommendations for a return-to-work plan to support employees safely returning to the workplace;
- (h) Communicate with employees and respond to inquiries relating to current and long term sick benefits, WCB and injury on duty;
- (i) Input leave data on WCB claims to ensure employees are remunerated accurately. Review and address any WCB cheque irregularities to enable the Finance Department to balance all transactions;
- (j) Utilize SAP and the in-house claims database to run monthly and bi-weekly reports to meet collective agreement requirements and identify employees who require additional medical documentation or follow-up;
- (k) Analyze workflow and recommend processes and procedures to support change;
- (l) Coordinate case conference meetings to ensure involvement from appropriate personnel and attend as necessary;
- (m) Receive all health information and scan to a confidential health file using the electronic filing system to ensure appropriate security and maintenance of updated information;
- (n) Other duties as required.

Director, Human Resource Services

Date