



HAMILTON POLICE SERVICE

Career Opportunity: **ABSENCE AND WSIB CLAIM COORDINATOR** (1 position available)

Posting #	#2026-005	JJR#	241
Job Title	Absence & WSIB Claim Coordinator	Civilian/Sworn	Civilian
Status	Full time Permanent	Department/Unit	Occupational Health and Wellness
Salary Grade	Schedule 8E	Hiring Rate	\$38.982 per hour
Salary Range	\$81,301 to \$95,657 per annum (January 2025 rates)		
Posting Date	February 10 th , 2026	Closing Date	February 25 th , 2026
Primary Job Location	Central Police Station, 155 King William Street, Hamilton Will need to attend other locations, as required.		
Hours of Work	Monday to Friday, from 8:00 am to 4:00 pm, however, must be flexible to work other hours to meet the demands of a 24 hour/day, 365 day/year operation		

SUMMARY

About HPS

HPS patrols 1,113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

Position Summary:

Under the direction of the Manager of Occupational Health and Wellness, the Absence and WSIB Claim Coordinator is responsible for WSIB case management and administering sick leave for the Service, in

accordance with Collective Agreements. The Coordinator will proactively collect information from workplace parties and health care providers, submitting claims information, act as the primary contact for members who have been injured or off-work, facilitating a safe return to work by communicating with supervisors, process, track and maintain employee sick and Workplace Safety and Insurance Board (WSIB) records. The Absence and WSIB Claim Coordinator will also support various health and wellness initiatives.

Duties include, but not limited to:

- Act as the initial contact for injured and/or absent members, providing claims management for occupational and non-occupational claims. This includes clear communication, support and guidance for members throughout the recovery process and work collaboratively with WSIB, internal Return-to-Work Specialist, supervisors and association representatives.
- Collecting and reviewing medical documentation, preparing routine submissions to WSIB, maintaining communication with employees, supervisors and monitoring progress.
- Referring cases to the Return-to-Work Specialist to identify suitable work, return-to-work planning and review of complex cases.
- Organize and facilitate components of the Wellness Program, as outlined in the Wellness Strategy as applicable (e.g. promotion, special events and wellness challenges, themed communications, health and wellness services, education etc.).
- Serve as a resource for employee referrals to health and wellness resources.
- Prepare routine correspondence and reports for the Manager of Occupational Health and Wellness' signature.
- Support the return-to-work and sick leave processes with routine follow-up on cases, reviewing Accident Injury and Occupational Disease Forms, medical documentation, filing claim documents, forwarding and tracking reimbursement requests and payments and making routine submissions as required.
- Maintain confidential files (e.g. medical notes, WSIB, attendance forms, etc.).
- Data entry for sick and WSIB attendance tracking forms. Work in accordance with the provisions of Collective Agreements, applicable Health and Safety Legislation, HPS Policies and Procedures and WSIA Legislation.
- Monitor WSIB costs, liaise with Finance and HR staff on payment adjustments (i.e. settlements, denials, awards etc.).
- Prepare historical attendance summaries and conduct sick bank audits.
- Perform other duties, as assigned, which are related to the major responsibilities of the job.

Supervisory Responsibilities:

Not applicable.

Working Conditions:

Open office environment.

Physical & Sensory Demands/Dexterity:

Assignments will involve activities such as reading, sitting, keyboarding, filing, listening, talking, standing, walking, lifting, bending/stooping, reaching and writing.

Training:

Three (3) months of on the job training.

Education:

Minimum three (3) year University Degree in Human Resources, Disability Management, Occupational Health and Safety, Health Sciences or related field. Completion of course (s) in Disability Management are required.

Experience:

- Minimum three (3) years of work experience with attendance/disability claims management, including at least two (2) years where 50% or more of the time was focused providing disability management services.
- Must have previous experience using HRIS/Claims Management systems (e.g. PeopleSoft, Parklane etc.).
- Experience working in a unionized public sector environment would be an asset.

Certifications & Licenses:

Valid Class G Driver's License, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges.

Skills & Competencies:

- Ability to utilize a personal computer, including Microsoft (MS) Word and Excel, and maintain accurate records.
- Working knowledge of the Occupational Health and Safety Act (OHSA), plus some basic knowledge of the Workplace Safety and Insurance Act (WSIA) and Ontario Human Rights Code.
- Ability to do research and prepare reports (e.g. wellness program best practices, success/effectiveness of current wellness programs/ initiatives).
- Good verbal and written communication skills, including the ability to conduct effective presentations.
- Excellent interpersonal skills, including the ability to establish and maintain effective working relationships, and work effectively as part of a team.
- Ability to produce accurate work, with attention to detail.
- Ability to maintain confidentiality, and to use tact and discretion when performing assignments and communicating with others.
- Ability to learn and follow established policies and procedures.
- Tolerance when dealing with matters relating to absenteeism.


INTERESTED IN THE POSITION?

Submit your application (i.e. updated cover letter and resume) via email by indicating the posting number **#2026-005** in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **Wednesday, February 25th, 2026**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

Accommodations: Hamilton Police Service is committed to equitable and accessible hiring practices. Accommodation during the recruiting process is available upon request, please let us know should you have any needs.

We thank everyone for their expressed interest and appreciate the time you've taken to submit your application. However, only those selected for employment testing and/or an interview will be contacted.



At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.