

## **1 - Reasonable Accommodation Specialist/Consultant**

We are seeking qualified applicants to join our team of multi-disciplinary professional consultants that interface daily with team members, managers, HR professionals, legal partners, healthcare providers, disability administrators and risk management staff. Responsibilities include providing guidance to management and other business partners in the review and recommendation of workplace accommodations for job applicants and team members. Accommodations Management often partners with these resources in leading the interactive process to provide the best opportunity for team members to return to optimal health, productivity, and a successful career.

Accommodations Management works with both team members and supervising managers in facilitating an interactive process to explore job modifications and accommodations. A collaborative approach is used to seek successful solutions and reasonable accommodations to help our team members or job seekers (internal and external) with disabilities or medical restrictions successfully perform their jobs or in the job application/hiring process.

The Accommodations Management Consultant is responsible for consulting with and assisting team members requesting job modifications/ accommodations. The Accommodations Management Consultant designs, develops, and implements products and services related to come-to-work, return-to-work and stay-at-work initiatives; provides specialized consultation and subject matter expertise in evaluating requests for accommodation in compliance with state and federal laws; interprets and applies specialized knowledge to effectively manage accommodation requests and ensures consistent application of Company policies and practices. The Accommodations Management Consultant also educates team members and provides coaching for managers and Human Resources colleagues related to job accommodation process; works with supervising managers to implement job modifications/accommodations and coordinates implementation at the worksite. The Accommodations Management Consultant assists team members requiring a job search when reasonable accommodation cannot be accomplished within current job assignment, and may also assume project management responsibilities.

### **Duties may include but are not limited to:**

- Consultation with team members, job seekers, managers and other partners on a variety of accommodations related requests
- Individual analysis and timely recommendations of accommodation requests on a case by case basis, including engaging in the interactive process
- Engage key partners as needed, including Human Resources/Employee Relations, Healthcare Providers, Disability Administrator, HR Policy and Corporate ER, Corporate Properties, Risk & Insurance Management/Workers' Comp, Employee Assistance, Law department and Leave Management
- Timely and comprehensive case management of complex accommodation requests
- Educating managers and the HR community on the accommodations process and its relation to ADAAA and other federal regulations, state statutes and local ordinances

### **A successful candidate will possess the following:**

- Excellent verbal and written communication skills
- Strong critical thinking, independent judgment and reasoning skills

- Solid customer service orientation
- Strong collaborative and partnering skills
- Solid analytical and interpretive abilities
- Superior organizational, case management and documentation skills
- Ability to work well in an ambiguous work environment
- Confident decision-making
- Strong leadership and project management skills
- Advanced negotiation and conflict management skills
- Ability to work with, and appreciate, diverse individuals and groups
- Ability to set and re-shuffle priorities while managing a challenging workload.

## ***Requirements***

### **Required Qualifications**

- 2+ years of experience in one or a combination of the following: human resources consulting, vocational rehabilitation, occupational health, leave management, or behavioral health

### **Desired Qualifications**

- Knowledge and understanding of PeopleSoft (or whatever product currently used by your company).
- Four years demonstrated working knowledge of disability management, return-to-work strategies, ADAAA and related state and local statutes, workforce policies, employee relations, FMLA, Workers' Compensation, and/or ergonomics.
- Four years prior high level consulting experience with demonstrated ability to diffuse emotional or volatile situations while maintaining objectivity and professionalism.
- Demonstrated problem solving and conflict resolution skills requiring independent judgment to appropriately apply knowledge of policy, employment laws and/or regulations