

# Return to Work Coordinator Skills Checklist

No  
Yes

- ✓ Demonstrates ability to communicate orally and in writing effectively?
- ✓ Excellent interpersonal skills?
- ✓ Ability to share information in a concise and timely fashion?
- ✓ Creative problem solving skills?
- ✓ Excellent presentation skills?
- ✓ Excellent negotiation and dispute resolution skills?
- ✓ Effective time management skills – ability to prioritize and effectively manage several ongoing tasks?
- ✓ Excellent research and analysis skills and relative experience?
- ✓ Computer literate in various word processing and email programs?
- ✓ Excellent understanding of corporate policy and procedures?
- ✓ Ability to track changes to relevant government legislation and understand and apply changes to internal policies?
- ✓ Excellent understanding of collective agreement language, short and long-term disability benefits relating to disability management? (Knowledge of group benefits may include both fully and/or self-insured disability benefit programs).
- ✓ Ability to develop and modify policies and procedures in conjunction with other stakeholders?
- ✓ Ability to evaluate service providers and community resources relating to disability management?
- ✓ Ability to maintain current information on service providers and community resources such as vocational rehabilitation counselors and other support groups?
- ✓ Excellent understanding of medical terminology, assessment tools and average healing times?
- ✓ Committed to ongoing study and upgrading of skills according to newly developed best practices?