

Job Title: Supervisor, Disability Management

Requisition ID: 3732

Affiliation: Exempt

Position Type: Permanent Full Time

Number of Openings: 1

Bi-weekly Working Hours: 70 hours bi-weekly

Shift/Work Schedule: Monday to Friday

Department/ Branch: Human Resources Department, Total Rewards

Job Location: Fort McMurray

Starting Salary Range*: \$129,438.00 - \$136,834.00

COLA: Bi-Weekly - \$480

Posted (dd/mm/yyyy): 12/08/2025

Closing Date (dd/mm/yyyy): 26/08/2025

Posting Type: Internal and External

*The Municipality offers a competitive compensation package, including an attractive base salary, excellent benefits, retirement plans, and more. The starting salary for this position is within the range listed above and will be dependent upon the qualifications and experience of the successful candidate.

GENERAL DESCRIPTION:

The Supervisor, Disability Management is a working supervisor responsible for leading the coordination and delivery of disability and claims management programming at the Regional Municipality of Wood Buffalo. This role fosters collaboration among all stakeholders while focusing on supportive and solution-based approaches. Overseeing the end-to-end process of disability cases, including STD, LTD, WCB, and medical leaves, the incumbent ensures timely resolution of cases while maintaining a focus on employee well-being and organizational needs. This position will also be responsible for supporting the Municipality in managing and reporting all work-related injuries and providing support and leadership on the Return to Work (RTW) process.

As a leader, the incumbent upholds the Municipality's organizational values and is accountable for fostering a healthy, safe, respectful, and inclusive workplace. Leading by example, the Supervisor promotes the Municipality's cultural competencies of personal accountability, continuous improvement, effective communication, collaboration, excellence in customer service, and support for common goals. Primary responsibilities of this position include:

Employee Development: Performs supervisory tasks for assigned team members. Works with team to plan and balance workload. This includes routine portfolio reviews to ensure caseload is managed fairly and consistently, and that work processes are followed and coordinated to ensure service levels. Works and communicates regularly with all applicable service providers regarding active claims and the claims management process. Supports the review of the Disability Management program and implements any necessary process changes. Makes recommendations and advises on appropriate action related to claims.

Service Delivery: Identifies, prioritizes, and coordinates all short- and long-term disability claims, including Workers' Compensation Board (WCB) claims. Resolves claims related enquiries, concerns, and issues that may arise. Plays an active lead role in the modified duty and return to work programs. Interprets and explains legislation and departmental policies, programs and initiatives to internal senior management clients and managers. Collaborates with other departments to enhance disability management reporting, including development of claim trackers and dashboards. Analyzes claims data and provides weekly and monthly reports to leadership. Fosters a responsive, service orientated philosophy for the delivery of the disability management program.

Departmental Guidance: Facilitates awareness with regulations, policies, procedures, industry standards, and best practices. Provides guidance and direction to staff and leadership to ensure the effective provision of programs. Facilitates the implementation of preventative measures, action items, and recommendations. Develops and maintains relationships with all stakeholders, as well as advocates for continuous performance improvements. Intervenes and seeks resolution of program or case related conflicts and develops responses to, and advises on, complex cases to managers, staff, and third-party service providers as needed. Communicates clearly with stakeholders regarding processes, expectations, and available supports. Supports continuous improvement by seeking stakeholder feedback at all levels and incorporating lessons learned.

SKILLS REQUIREMENTS:

Candidates need to show evidence of the following:

- Ability to interpret and apply relevant legislation (OHS, WCB, and Human Rights Legislation) and third-party provider requirements (insurance providers, healthcare providers, and other health service providers).
- Ability to develop and maintain effective relationships with leaders, direct reports, and external contacts and interacts in a manner that builds trust, confidence, credibility, and respect.
- Excellent interpersonal skills, with a demonstrated ability to assess situations from a business perspective.
- Strong leadership skills, with a high sense of accountability, service delivery, collaboration, and ability to understand processes, systems, and inter-dependencies that may have system or financial impacts.
- Problem solving capabilities that include identifying, prioritizing, and managing risks.
- Excellent verbal and written communication skills, including the ability to communicate in a clear, concise, and supportive way.
- Ability to provide clarification on the interpretation and application of the claims management processes.
- Ability to manage complex and contentious situations and effectively deescalate concerns.
- Responsible self-starter with the ability to work in a fast-paced environment with minimal oversight.
- Must possess a strong foundation in workplace accommodation principles and be able to interpret third-party medical recommendations to develop practical return-to-work solutions.
- Proficiency in Microsoft Office programs (Word, Excel, PowerPoint, Outlook).

EDUCATION:

- Degree in Health Science, Business Administration, Human Resources, or another related field is required.
- Certificate in Claims Management, Disability Management, or Occupational Health and Safety is required
- Ability to obtain a Certified Disability Management Professional (CDMP) or Certified Return to Work Coordinator (CRTWC) certification or equivalent is preferred.
- An equivalent combination of experience and education may be considered.

EXPERIENCE:

- Five (5) years of progressive experience working in a health claims or disability management capacity is required.
- Three (3) years of experience in a supervisory/leadership role.
- Experience working in a public sector environment with unionized and non-unionized employees is an asset.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.
- A valid Class five (5) Operator's License is required as incumbent will be required to operate a personal or municipal vehicle for business use on a regular basis.
- Travel to various work locations within the regional to attend meetings or conduct site visits may be required.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per section 2 of the Occupational Health and Safety Act, the incumbent shall ensure while in the employ of the Regional Municipality of Wood Buffalo the health and safety of employees, contractors, and the public.

This position is employed in a supervisory capacity. As such the employee is required to obtain additional safety training in accordance with municipal procedures and directives.

**To apply: Please visit our website at jobs.rmwb.ca
Current employees must apply through the internal careers site.
We appreciate the interest of all applicants; however, only those individuals
selected for interviews will be contacted. Late applications will not be accepted.**