



Position Profile

Supervisor, Disability Management

Reports To: Manager, Total Rewards
Organization: Regional Municipality of Wood Buffalo
Date: February 2026

ABOUT THE REGIONAL MUNICIPALITY OF WOOD BUFFALO

The Regional Municipality of Wood Buffalo (RMWB) is a vibrant, dynamic region located within Treaty 8 Territory, the traditional lands of the Cree, Dene and unceded territory of the Métis. Situated in northern Alberta, Fort McMurray Wood Buffalo comprises of Fort McMurray, 9 rural communities and 12 Indigenous communities. Covering over 63,000 square kilometres, the RMWB is the largest regional municipality in Canada by area and is home to the Athabasca oil sands, one of the world’s largest deposits of heavy crude bitumen that accounts for 25% of Canada’s gross product.

Formed in 1995, Fort McMurray Wood Buffalo is an established municipality, rich in cultural diversity, opportunity and endless natural beauty. Home to residents from all over the world, the region is well positioned for continued growth employing over 1500 full time employees, who work closely with Council to serve its residents, stakeholders and community partners. The Municipality delivers critical services in the areas of Regional Emergency Services, Environmental Services, Transit, Public Works, Planning and Development, Community Services, Finance and Capital Projects with an annual operating and capital budget of \$600M and \$1.2B in assets.

ABOUT THE SUPERVISOR, DISABILITY MANAGEMENT

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.



KEY LEADERSHIP ACCOUNTABILITIES

Employee Development and Leadership

- Perform supervisory responsibilities for assigned team members
- Work with the team to plan and balance workloads, including routine portfolio and caseload reviews to ensure work is managed fairly and consistently
- Ensure work processes are followed and coordinated to support established service level
- Work and communicate regularly with all applicable service providers regarding active claims and the claims management process
- Support the review of the Disability Management program and implement required process changes
- Make recommendations and provide advice on appropriate actions related to disability claims

Service Delivery

- Identify, prioritize, and coordinate all short and long term disability claims, including Workers' Compensation Board claims
- Resolve claims related inquiries, concerns, and issues as they arise
- Play an active lead role in modified duty and return to work programs
- Interpret and explain legislation and departmental policies, programs, and initiatives to senior management and people leaders
- Collaborate with other departments to enhance disability management reporting, including the development of claim trackers and dashboards
- Analyze claims data and prepare weekly and monthly reports for leadership
- Foster a responsive, service oriented approach to the delivery of the disability management program

Departmental Guidance

- Facilitate awareness of regulations, policies, procedures, industry standards, and best practices
- Provide guidance and direction to staff and leadership to support the effective provision of disability management programs
- Facilitate the implementation of preventative measures, action items, and recommendations
- Develop and maintain relationships with internal and external stakeholders and advocate for continuous performance improvement
- Intervene in and seek resolution of program or case related conflicts
- Develop responses to and provide advice on complex cases to managers, staff, and third party service providers as required
- Communicate clearly with stakeholders regarding processes, expectations, and available supports
- Support continuous improvement by seeking stakeholder feedback and incorporating lessons learned



EDUCATION AND EXPERIENCE REQUIREMENTS

- Degree in Health Science, Business Administration, Human Resources, or another related field
- Certificate in Claims Management, Disability Management, or Occupational Health and Safety
- Ability to obtain a Certified Disability Management Professional or Certified Return to Work Coordinator certification, or an equivalent designation, is preferred
- An equivalent combination of education and experience may be considered
- A minimum of five years of progressive experience in a health claims or disability management capacity, including at least three years in a supervisory or leadership role
- Experience working in a public sector environment with unionized and non unionized employees is considered an asset
- Ability to interpret and apply relevant legislation, including Occupational Health and Safety, Workers' Compensation Board, and Human Rights legislation, as well as third party provider requirements
- Ability to develop and maintain effective working relationships with leaders, direct reports, and external contacts, and interact in a manner that builds trust, credibility, and respect
- Strong interpersonal skills with the ability to assess situations from a business perspective
- Demonstrated leadership skills with a high sense of accountability, service delivery, collaboration, and understanding of processes, systems, and interdependencies that may have operational or financial impacts
- Strong problem solving skills, including the ability to identify, prioritize, and manage risk
- Excellent verbal and written communication skills, with the ability to communicate in a clear, concise, and supportive manner
- Ability to provide clarification and guidance on the interpretation and application of claims management processes
- Ability to manage complex and contentious situations and effectively deescalate concerns
- Self directed and accountable, with the ability to work in a fast paced environment with minimal supervision
- Strong foundation in workplace accommodation principles, including the ability to interpret third party medical recommendations and develop practical return to work solutions
- Proficiency in Microsoft Office programs, including Word, Excel, PowerPoint, and Outlook

This role offers a unique opportunity to step into a supervisory position with both operational depth and meaningful influence. You will provide hands on leadership to a collaborative team of advisors while taking on complex and high volume claims directly. You will play a key role in reviewing and strengthening disability management practices, ensuring policies and processes remain current, effective, and aligned with collective agreements and legislative requirements. The role offers the chance to shape and enhance the program, bring forward improvements, and put your professional stamp on the work, all within a supportive and engaged team environment that values collaboration, learning, and doing work that matters. This role will appeal to a disability management professional who values people leadership, thoughtful problem solving, and supporting employees through complex circumstances in a high impact environment.

Please submit your application through MNP's official process. To ensure a fair and consistent search, candidates are asked not to contact RMWB or its staff directly regarding this opportunity. We ask those individuals with an interest in further exploring this exciting opportunity or wanting to learn more to contact Gena Griffin at Gena.Griffin@mnp.ca



About Alberta



Alberta, named after Princess Louise Caroline, daughter of Queen Victoria is a diverse Canadian province known for its vast prairies and Rocky Mountains, offering a high quality of life with rapid population growth and a strong, varied economy driven primarily by energy, agriculture, and technology. It's a major economic hub in Canada with low taxes, a welcoming environment for immigrants, abundant outdoor recreation, and unique cultural attractions.

Alberta has two major cities, Edmonton which is the Capital and Calgary which is the largest by population. The province promotes itself as business-friendly, offering low corporate taxes, business incentives and a pro-growth business culture.

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Home to some of most stunning natural wonders like Lake Louise, Maligne Lake and Banff National as well as being known for excellent education, healthcare and welcoming communities, it is no wonder that Alberta is reported as having the largest net gain from *interprovincial migration* for twelve consecutive quarters as at mid-2025.



Alberta also has one of Canada's strongest job markets, lower provincial taxes (no PST) and lower income tax rates in comparison to other provinces. Housing costs are known for being more affordable and much lower than in areas like Toronto or Vancouver, especially outside of the major city areas of Calgary and Edmonton. Alberta also reports higher median income and wages in comparison to other provinces.



ABOUT FORT MCMURRAY WOOD BUFFALO

Fort McMurray Wood Buffalo is a place like no other. It's a place for anyone and everyone to pursue opportunities together. With residents from all over the world, strengthened by a sense of resiliency, the Municipality is a place where neighbours help neighbours, embrace differences, and honour the Indigenous heritage and traditions of the land.

With Fort McMurray as the urban centre, the Municipality also includes the rural hamlets of Fort Fitzgerald, Fort Chipewyan, Fort McKay, Draper, Gregoire Lake Estates, Saprae Creek, Anzac, Janvier and Conklin, all of which are governed by one Mayor and 10 Councillors.



Population



The Fort McMurray Wood Buffalo region is home to just under 108,000 people, with approximately 84,000 living in the urban centre of Fort McMurray. The 2025 Census recorded a 1.6% population increase - the region's first growth in a decade. This upward trend reflects a community where people are choosing to stay, return, and build their lives, drawn by opportunity, connection, and a strong sense of place. Of those who have recently relocated to the region, 51% were from Alberta, 13% were from Ontario and 10% relocated from Newfoundland and Labrador.

Location and Climate

Fort McMurray is 435 km (270 mi) northeast of Edmonton on Highway 63, about 60 km (37 mi) west of the Saskatchewan border, nestled in the boreal forest at the confluence of the Athabasca River, the Clearwater River, the Hangingstone River, and the Horse River. It sits at 370 m (1,210 ft) above sea level. Fort McMurray is the largest community in the Regional Municipality of Wood Buffalo.

The Municipality's geographical location, dry, comfortable summers, vibrant autumns and abundant snow in the winter, is an outdoor enthusiast's dream. Average summer temperatures range in the low to mid 20s with winter temperatures averaging between -8°C and -20°C.



Regardless of the time of year, the great outdoors offers an endless opportunity to enjoy the seasons, from snowmobiling, skating, snowshoeing and chasing the northern lights in the winter, to golfing or hiking one of the countless trails in the autumn to swimming, playing sports and kayaking in the summer.



Real Estate

Neighbourhoods within the Fort McMurray urban area include Abasand Heights, Beacon Hill, Dickinsfield, Eagle Ridge, Grayling Terrace, Gregoire, Lower Townsite, Parsons Creek, Prairie Creek, Saline Creek, Stone Creek, Thickwood Heights, Timberlea, Waterways and Wood Buffalo Estates.



Fort McMurray's real estate is showing signs of recovery and growth, with increasing buyer activity, rising prices, and a growing population indicating a shift from a stagnant market towards a balanced, if not seller's, market with strong potential for first-time buyers. Average house prices are increasing, with an 8.3% year-over-year rise reported in November 2025, suggesting a tightening market. Home sales have seen significant jumps, with agents reporting bidding wars, pointing to higher demand. The 2025 census also demonstrates more families settling in the area, driving housing needs. Strong oil sands industry jobs attract skilled workers, boosting the local economy and housing market. The market in Fort McMurray is becoming attractive for first-time buyers due to affordability, relative to high incomes and long-term investment potential. After years of stagnation, the housing market is rebounding, with conditions aligning for sustained growth in home building. Expected continued population influx and demand, make it a good time for buyers looking to enter the market and build equity.

Education

Fort McMurray Wood Buffalo is home to a variety of public and private elementary and secondary schools offering comprehensive selection of speciality programming including cutting edge technologies studies, trades and apprenticeship training. Some schools provide French immersion and even complete French, Islamic and Indigenous curricula.

The post-secondary studies, Keyano College provides students with continuing education, business, trades and technology through its various diploma, degree and apprenticeship programs.





Sports & Recreation



Local teams include the Fort McMurray Oil Barons of the Alberta Junior Hockey League, the Fort McMurray Giants of the Western Canadian Baseball league, and the Keyano Huskies of the Alberta Colleges Athletics Conference.

The MacDonal Island Park recreation centre is located on MacDonal Island north-east of downtown. The centre contains the Wood Buffalo Regional Library, indoor water park, basketball, tennis and squash courts, rock climbing, fitness centre, indoor playground, ice rinks and public rental space.

Golf enthusiasts have four beautiful golf courses to choose from with a local ski hill for those who enjoy the slopes. Hikers, cyclists and cross-country skiers share 135km of groomed trails and a thriving arts and culture community bring friends and families together year-round to celebrate and explore local talent.

Transportation



Fort McMurray Transit provides an economical and convenient means of travel for all residents and students alike. Ebus and Red Arrow operate scheduled passenger bus services to Edmonton and other communities along Highway 63, as well as other destinations farther south.

The Fort McMurray International Airport supports air travel for residents offering direct flights to Edmonton, Calgary, Vancouver and Toronto.

Fort McMurray offers a quality of life that often surprises people. It combines the energy of a young and diverse community with strong household incomes, growing family neighbourhoods, and improving housing affordability. Residents benefit from excellent schools, expanding cultural and recreational amenities, and a housing market that is rebounding with real long-term potential. For those looking to put down roots, the community offers the space, stability, and opportunity to build both a career and a life.

Beyond work, life in Fort McMurray Wood Buffalo is defined by connection to nature and community. An extensive trail network, rivers, and nearby wilderness make outdoor recreation part of everyday life, while facilities like MacDonal Island Park, local sports teams, and a vibrant arts scene create year-round opportunities to stay active and engaged. It is a place where people know their neighbours, invest in their community, and enjoy a balance of professional opportunity and personal well being that is increasingly hard to find elsewhere.