

Manager, Employer Advisory Centre

Regina Head Office

Job Summary:

Reporting directly to the VP, Prevention and Employer Services, this position will oversee the provision of advice and support services to employers seeking to understand the processes and decision making of the Saskatchewan Workers' Compensation Board. This role oversees the Employer Advisory Centre (EAC) which serves as an independent body offering education and support to Employers in resolving disputes with the WCB. This team will work in an advisory role with Employers in navigating the employer appeal process.

Duties & Responsibilities:

1. Promotes the Employer Advisory Centre's mandate, resources, and services to customers and the general public.
2. Develop programs and resources to educate Employers on WCB decisions, policies, practices/procedures and assist them in resolving issues with WCB staff at an informal stage prior to proceeding with formal appeal options.
3. Develop and deliver a suite of services to Employers including: intake and triaging processes; review and advisory services on employer account issues and decisions and claim issues and decisions; assisting the Employer with claim file document requests; assessing merit for the Employer to appeal a WCB decision; and guiding the Employer through the process of drafting and filing a WCB Appeal where necessary.
4. Provide educational information to Employers on WCB supports and services related to disability prevention, return-to-work, effective claims management, and appeals including connecting them with other related resources and supports within WCB.
5. Ensure department and individual service excellence standards are achieved through the establishment and performance of a quality assurance function relative to the services provided by the team.
6. Deal with customer escalations in a timely and effective manner, as required.
7. Develops and implements strategic plans and operational budgets for the EAC that are aligned with the strategic direction of the organization.
8. Develops, implements and manages an integrated human resource management plan for the EAC ensuring that they are linked to corporate strategies. This includes staffing, training and development including regular coaching of staff, organizational and management development, succession planning and performance management.
9. Builds, maintains and promotes positive and effective working relationships with all customers, stakeholders and community partners.
10. Establishes strong working relationships across WCB to inform system and process improvements.
11. Promotes and ensures adherence to the principles of natural justice and WCB's compliance with the legal framework, policies, standards and procedures within applicable privacy legislation .

12. Ensures a safe and healthy working environment in areas of responsibility through the development of a safety culture.
13. Performs other related duties as required.

Qualification Requirements as per Job Evaluation:

In addition to the Behavioural & Technical Qualifications (Competencies) the following Education, Experience, Designation/Licenses are desirable:

A bachelor's degree in social work, industrial relations, public administration, law or other related field of study. Five to seven years progressively responsible experience in insurance claims, appeals and/or tribunal functions. Experience in advisory work or public relations, law, privacy and/or a relevant designation (i.e. Chartered Insurance Professional, Certificate in Tribunal Administrative Justice, etc.) would be considered an asset.

A combination of education and related experience may be considered.

Application Deadline: July 19, 2026

To apply: [Manager Employer Advisory Centre - Saskatchewan WCB Careers | Saskatchewan Workers' Compensation Board Careers](#)