



AB Corp – Manager, Disability & Claims Management Job Description – Posting

Work Location: AgeCare Corporate Calgary

Address: 19655 Walden Blvd SE, Calgary, AB T2X 0N7

FTE: 1.0

Employment Type: Regular Full Time

The Opportunity

At AgeCare, people are at the heart of everything we do. As the Manager, Disability & Claims Management, you will lead programs that support employee health, wellbeing, attendance, and successful return-to-work outcomes across the organization.

This opportunity is well suited to an experienced disability management leader who can strengthen processes, develop high-performing teams, and build programs that create lasting impact. You will oversee disability and attendance management, guide complex claims, and work with leaders to ensure employees receive timely support while maintaining legislative compliance.

What You Will Do

- Lead and mentor the HR Claims Management team, fostering a high-performing culture built on collaboration, accountability, innovation, and continuous improvement.
- Oversee and optimize organization-wide disability, attendance, accommodation, and Return-to-Work (RTW) programs, including Short-Term Disability (STD), Long-Term Disability (LTD/DI), and Workers' Compensation (WCB).
- Lead the management of complex and escalated disability and workplace injury claims, collaborating with employees, leaders, healthcare providers, insurers, legal counsel, and government agencies to support timely resolution and successful return-to-work outcomes.
- Drive the design, implementation, and continuous improvement of disability management programs, policies, processes, and systems to enhance employee wellbeing, operational efficiency, and service excellence.
- Champion legislative compliance by ensuring disability and claims management practices align with provincial and federal legislation, including Workers' Compensation requirements across multiple jurisdictions.
- Collaborate with HR, Payroll, operational leaders, and site teams to deliver consistent, effective disability management practices and provide trusted guidance on complex employee cases.
- Use analytics and reporting to identify trends, reduce risk, and improve organizational performance

HUMAN RESOURCES

- Conduct regular policy, procedure, and program reviews to ensure they remain current, effective, compliant, and aligned with organizational objectives.

What You Bring

- Education: Bachelor's degree in human resources, Business Administration, or a related field.
- Demonstrated leadership experience in disability management, claims management, attendance management, or occupational health within a large, complex organization.
- Legislative knowledge: Strong knowledge of Alberta, British Columbia, Ontario and federal Workers' Compensation legislation, programs, and processes.
- Program leadership: Demonstrated success designing, implementing, and leading organization-wide programs and change initiatives.
- Case management: Experience managing complex disability, accommodation, and return-to-work cases.
- Communication: Excellent communication and presentation skills, including experience preparing executive-level presentations using Microsoft Teams, PowerPoint, and related technologies.
- Analytical skills: Strong analytical, problem-solving, and stakeholder management skills.
- Assets: Labour relations experience in a unionized environment; working knowledge of payroll, benefits, compensation, and employment standards.
- Systems experience: Experience with UKG and Workday is preferred.
- Must be able to provide a complete and current (within six months) Vulnerable Sector Check, including a Criminal Background Check, or be willing to obtain one.

What We Offer

- Competitive pay and benefits: Competitive salary, health benefits, and paid time off.
- Career growth: Opportunities for training, education, and advancement.
- Supportive culture: A diverse and inclusive HR team.
- Meaningful work: Work that helps employees bring their best to work and provide exceptional care to the residents we serve.
- Recognition: A workplace where hard work is valued and celebrated.
- Hybrid work flexibility.

About AgeCare

For more than 25 years, AgeCare has been dedicated to creating vibrant, supportive communities where residents receive high-quality care and build meaningful connections. With more than 50 communities



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across Alberta, British Columbia, and Ontario, we provide a comfortable, home-like environment where residents can age with dignity and respect.

Guided by our values of trust, quality, respect, and teamwork, our compassionate and dedicated team is central to our success and to the quality of life our residents experience every day.

Ready to Make a Difference?

If you are passionate about supporting people and want to join a compassionate, dedicated team, AgeCare is the place for you. Help us create welcoming, nurturing homes for our residents. Apply today.

AgeCare values diversity and inclusion and encourages all qualified individuals to apply. We thank all applicants for their interest; however, only those selected for an interview will be contacted.