

Customer Care Facilitator

Permanent Appointment

Regina or Saskatoon Office

We are inviting applicants who have a strong desire to help others, demonstrating empathy, caring and understanding, to join our team.

WCB:

The Saskatchewan Workers Compensation Board is here to support the workers and employers of our province when a workplace injury occurs. We partner with our customers along their journey from recovery to return to work with compassion, empathy, and support to make their experience the very best it can be.

Department:

In this area, the team manages the delivery of services to our customers in complex, serious and/or longer-term work injury claims. Customer experience is the key focus and team members are expected to provide superior service and support to our customers.

Job Summary:

As a member of our team, you are accountable for a broad range of responsibilities including assessing the needs of individual workers and administering the benefits of the Workers' Compensation Act. Exercising leadership in the development of goal-oriented recovery and collaborative return-to-work planning; partnering with workers, employers, health-care providers, unions, and other service providers to ensure appropriate recovery and return to work planning; managing assigned caseloads; preparing reasoned, plain language decisions; adhering to procedures for return-to-work management; approving and authorizing services and benefits for injured workers.

It is an exciting time to work for the WCB as we undergo a significant business transformation and continue to evolve our service to make a difference in the lives of the workers and employers of Saskatchewan.

Qualifications:

As an ideal candidate, you will thrive in this environment by possessing the following skills: managing risks, conceptual thinking, communication, return to work, problem-solving, decision making, relationship building and management, and Act Interpretation & Application. In addition to these skills, you will demonstrate a keen sense of teamwork and a passion for delivering an impeccable customer experience. You will be personable, and energetic, and will have a natural ability to thrive in a fast-paced, people-centered environment, serving a diverse group of stakeholders. We are looking for people with a strong passion for helping others, build effective relationships with our customers and partner with them throughout their journey of recovery and return to work.

A university degree in health care, education, social sciences, disability management or business is required, plus a minimum of one year case management experience. Case Management is defined as being responsible for an assigned client caseload and held accountable for all decisions and actions that impact individual cases. This position is a field position. As such, it is necessary for an individual to have a valid class 5 Saskatchewan driver's license.

Salary: \$62,033.40 - \$79,208.22 per year

Application Deadline: October 20, 2026

[Apply Here:](#)

Applications:

It is the responsibility of the applicant to ensure that the application is received through the online application system prior to close. Each application must include a cover letter explaining how each qualification is met and an updated resume.

The Saskatchewan Workers' Compensation Board is committed to achieving a representative workforce. Members of designated groups (women, aboriginal people, people with disabilities and visible minorities) are encouraged to apply.