



Sport Dispute Resolution Centre of Canada

Application Deadline: 4 p.m. (ET) on May 4, 2026

Starting Date: May 25, 2026

Position: Case Manager

The Sport Dispute Resolution Centre of Canada (the Centre) is an independent organization established in 2004 under the *Physical Activity and Sport Act* to provide fair, equitable, transparent and timely dispute resolution for Canadian sport, including mediation and arbitration in matters such as team selection and carding. The Centre also oversees the adjudication of domestic doping cases in Canada and, through its Safeguarding Tribunal, hears disputes pertaining to allegations of maltreatment, including abuse and harassment.

Case Manager

The Centre is seeking a full-time Case Manager responsible for the management of cases before the Dispute Resolution Secretariat (Tribunal). The Centre's office is located at 6400 Auteuil in Brossard, Quebec, and the successful candidate will be expected to work primarily remotely and, from time-to-time, in a shared office environment.

Main Functions and Responsibilities:

Reporting to the Senior Manager Tribunal, the Case Manager contributes to the effective operation of the Tribunal. They are responsible for the administrative management of case files in accordance with applicable rules and procedures and support the quality, efficiency, and continuous improvement of Tribunal services.

Case Management responsibilities include, but are not limited to:

- Manage assigned Tribunal case files and ensure their timely and accurate processing in accordance with applicable rules, procedures, and timelines.
- Serve as a point of contact at the Tribunal for parties, potential parties, and other participants, providing clear, respectful, and appropriate information on Tribunal services and processes.
- Plan and prioritize case activities, including scheduling, communications, and follow-ups, while maintaining complete and up-to-date records in the case management platform and related systems.
- Coordinate the appointment of arbitrators and mediators, including availability checks, conflict-of-interest verifications, and confirmations with parties and providing administrative support as needed.
- Organize and support hearings, mediations, and related proceedings, including logistics, documentation, virtual platforms, recording, interpretation and translation services and administrative support.
- Prepare and manage correspondence and key documentation, including meeting notes, and coordinate decision review, translation, and publication as required.

- Ensure proper file closure, including archiving and follow-ups, in accordance with established standards.

Additional responsibilities include but are not limited to:

- Maintain a strong understanding of the rules, procedures, and practices related to arbitration, mediation, and case management.
- Contribute to the continuous improvement of the Tribunal's tools, processes, and frameworks, including guides, procedures, and the case management platform.
- Coordinate and support initiatives and programs (e.g., legal aid program, arbitrator and mediator observer program) and contribute to cross-functional projects and special initiatives.
- Collaborate with the Resource Centre to develop and deliver tools, content, and training activities, including workshops, conferences and information sessions.
- Participate in the planning and organization of special projects and events, and provide administrative support to education, communications, and other organizational initiatives.
- Support the Senior Manager and the leadership team in operational planning, development of new service offerings and promoting Centre's services.

Qualifications:

- Relevant education in law, paralegal studies, dispute resolution, or a related field.
- Three to five years of relevant experience in case management, file coordination, or a similar role.
- Fluency in both French and English (spoken and written), with excellent writing skills in at least one of the official languages.
- Strong working knowledge of computer applications, including Word, Excel, PowerPoint, Outlook, web browsers, and web-based tools.
- Availability to work evenings or weekends on an occasional basis.

Assets:

- Knowledge of the Canadian sport system, particularly amateur sport.
- Experience in a quasi-judicial, administrative, or dispute resolution environment.
- Experience in project management or communications.
- Availability for occasional travel within Canada.

Personal Qualities and Competencies:

To be successful in this role, the Case Manager will demonstrate:

- Attention to detail and analytical skills: Processes files with accuracy and rigor, quickly understands issues and context, and identifies key information and risks.
- Judgment, discretion, and professionalism: Exercises sound judgment, handles sensitive information with confidentiality, and demonstrates integrity, impartiality, and professionalism in all interactions.

- Organization, autonomy, and adaptability: Effectively manages priorities and deadlines, works independently with initiative, and adapts to changing needs while maintaining quality.
- Communication and service orientation: Communicates clearly and professionally with diverse audiences, including unrepresented parties, and provides responsive, respectful service within procedural boundaries.
- Collaboration and teamwork: Works constructively with colleagues, shares information, and contributes to a positive and efficient team environment.
- Resilience and sensitivity: Maintains composure and neutrality in high-pressure or sensitive situations and demonstrates empathy when interacting with vulnerable individuals.
- Technical proficiency and continuous improvement: Effectively uses digital tools and systems and actively contributes to improving processes, tools, and ways of working.
- Initiative and engagement: Demonstrates commitment to the Centre's mission, takes initiative in work, and contributes proactively to team and organizational objectives.

The Centre is committed to building a skilled, diverse workforce reflective of Canadian society. Thus, it promotes employment equity and encourages candidates to indicate voluntarily on their application their gender identity or expression, if they are a person with a disability, Indigenous, a member of a visible minority group or other traditionally under-represented groups.

The Centre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this opportunity, please advise us of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner.

If you meet the above qualifications, please apply, in confidence, using the link below. **The Centre will only contact the shortlisted candidates. No telephone inquiries please.**

Salary Range: \$65,000-\$70,000 annually, based on experience and qualifications

Benefits: A comprehensive benefits package is offered, including life insurance, dental insurance and extended medical coverage, employer RRSP contribution, annual allowances for personal wellness and telework, virtual employee assistance program, paid leave, and other benefits in accordance with the Centre's Human Resources Policy.

To apply: Please complete the form and upload a cover letter and your curriculum vitae at the following link: <https://wkf.ms/4t7ITib>

Contact: applications@crdsc-sdrcc.ca