

POSITION DESCRIPTION

TITLE:	Claims Support Officer
CLASSIFICATION:	Band 5
STATUS:	Full time
BUSINESS UNIT:	Risk Health & Safety
DATE:	June 2022

ORGANISATIONAL CONTEXT

Our vision is that the unique identity of our urban, hills and rural areas is strengthened. We meet the challenges we face together as a community. How we respond balances the needs of our people, businesses, our productive land and natural environments.

To undertake this vision successfully we are developing a skilled and professional workforce that embraces our organisational culture, values and demonstrates key leadership capabilities. We define our culture as working together, working differently and working for the future. The values of teamwork, respect, accountability, communication and customer focus underpin our work and our behaviours to ensure we deliver on the Council's vision while maintaining a healthy, engaging and inclusive workplace. The Leadership Capability Framework describes what we do as leaders and the Values form the basis of how we behave in the workplace and conduct the business of planning.

Council plays an important role in contributing to life in your community by providing many of the services and facilities that residents of all ages access every day. Council provides traditional local government services like local roads, waste management, and planning, building and animal control. But beyond this we provide much more. We work with residents from newborn babies, to young people, families and our senior citizens.

Cardinia Shire Council values Inclusion and Gender Equality and does not condone any negative behaviours as outlined in our Workplace Behaviours policy. This includes, and is not limited to, discrimination, bullying, family violence, victimisation and breaches of our other workplace policy.

ORGANISATIONAL RELATIONSHIP

Reports to:	Coordinator Risk, Health & Safety
Supervises/Direct Reports:	Nil
Internal Liaisons:	All staff and management on claims management and return to work issues.
External Liaisons:	Insurance companies, medical practitioners, claims consultants, solicitors, claimants and the sector in general.

POSITION OBJECTIVES

- Administer Councils insurance claims and liaise with Councils insurers
- Support the Coordinator Risk Health & Safety in their appointed role of Return to Work Coordinator
- Administer work cover claims in accordance with the Accident Compensation Act, Accident Compensation (WorkCover Insurance) Act, Workplace Injury Rehabilitation and Compensation Act and Councils policies and procedures; and
- Undertake a range of activities to support the Unit functions.
- Maintain the integrity of the claims, WorkCover and Return to Work systems and maintain confidentiality.

KEY RESPONSIBILITIES

WorkCover Administration

- Maintain the integrity of the Work Cover system and maintain confidentiality with regard to queries.
- Process WorkCover claim forms within legislated timelines.
- Provide general advice to Managers and staff on WorkCover issues.
- Assist with the preparation of relevant reports and information as required
- In conjunction with the Coordinator, liaise with Councils WorkCover Insurance agent regarding current claims
- Assist the Coordinator to develop and monitor return to work plans and referral of injured employees to rehabilitation providers as required
- Assist the Coordinator to manage and accurately record WorkCover claim documents
- Collate supporting information for rehabilitation reports.

Return to Work Administration

- Assist with the coordination, development, implementation and review of Councils rehabilitation/return to work and early intervention programs
- Assist with the investigation associated with WorkCover claims
- Initiate early intervention programs to minimise the impact of a claim in consultation with the Coordinator.
- Monitor the progress of an injured workers recovery and potential to return to work
- Liaise with Councils insurers in relation to WorkCover cases and issues

Insurance Claims Administration

- Complete relevant claims forms within required timelines
- Assist with the investigation of claims to ensure relevant details are provided to all relevant stakeholders
- Coordinate the production of specific incident reports by responsible officers on incidents of damage to property, or injuries to people
- Support the Coordinator in liaising with Councils insurer in respect to the management of claims.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Demonstrate personal and professional integrity at all times, consistent with Cardinia's values.
- Work within specific guidelines and seek supervision for more complex technical enquiries.
- Assist the Coordinator when required in policy development.
- Freedom to act is set by clear objectives/or budgets, frequent consultation with senior staff and a regular reporting mechanism to ensure adherence to plans.
- Ability to exercise discretion in the application of established procedures.
- Be accountable for own decisions and actions.

JUDGMENT AND DECISION MAKING

- The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Be accountable for own decisions and actions.
- Assist the Coordinator with identifying areas of improvement within the role.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to research, investigate and analyse a range of data to support the preparation of strategies, policies and reports, for management consideration
- Ability to identify areas of improvement and support the Coordinator Risk & Health and Safety to implement changes that increase the effectiveness of Council's activities in this area
- A high level of computer literacy: proficient in the use of Microsoft Office applications and one or more relevant specialist software packages
- Ability to understand and interpret legislation
- Possess good knowledge of the operations of local government
- Demonstrated ability to maintain high-level confidentiality

INTERPERSONAL SKILLS

- Well-developed written and verbal communication skills including routine correspondence and reports.
- Ability to gain cooperation from employees, members of the public, insurance companies and other professionals.
- Excellent interpersonal relationship building skills
- Commitment to working in a team environment.
- Commitment to a high level of customer service and the ability to deal with conflict situations
- Demonstrated to be self-motivated and directed.
- Ability to embrace the Cardinia Values Framework and Activity Based Working model

MANAGEMENT SKILLS

- Possess good time management and project management skills with the ability to plan own work so that objectives are achieved within a timetable.
- Ability to achieve successful outcomes for others in the most effective and efficient manner within the standards, guidelines and resources available
- Possess skills in time management, decision-making, problem solving and the implementation of administrative processes

QUALIFICATIONS AND EXPERIENCE

- Experience in claims, WorkCover, and Return to work; or
- Relatable qualifications and/or completion of a Return to Work or claims management course would be highly desirable
- Current Victorian Driver's License

KEY SELECTION CRITERIA

- Possess good time management and project support skills.
- Well-developed verbal and written communication, facilitation, and interpersonal relationship building skills.
- A high level of computer literacy: proficient in the use of Microsoft Office applications and one or more relevant specialist software packages
- Ability to embrace the Cardinia Values Framework and Activity Based Working model

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

Tenure

This is a maximum term position

Pre-employment checks

All appointments are subject to a National Police Record Check, Working with Children Check, pre-employment medical check, and a six-month probationary period (new employees only). In line with recent Victorian Government announcements, this role requires the incumbent to have and maintain the necessary mandatory COVID-19 vaccinations.