

# Role Description

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## Claims Management Officer

Job Ad Reference	<b>SER10588/11</b>		
Job Evaluation No.	<b>11165</b>	TRIM No.	<b>11/303283</b>
Work Unit	<b>Organisational Health Team, South East Region Human Resources Operations Division</b>		
Location	<b>South East Region</b>		
Classification	<b>AO3 Qld Public Service Award 2003 36 ¼ hour week</b>		
Job Type	<b>Permanent Full-time</b>		
Salary Range	<b>\$52 132 - \$58 132 per annum</b> <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		
Contact Officer	<b>James Keating</b>		
Contact Telephone	<b>07 5562 4867</b>		
Closing Date	<b>Monday, 21 November 2011</b>		

## Your employer

The Department of Education and Training (DET) seeks to engage Queenslanders in lifelong learning by providing high quality, accessible services to the state's education and training sectors. DET is a diverse organisation with the largest workforce in the state. We provide services through three broad service delivery areas:

- The Office for Early Childhood Education and Care leads early childhood development and education policy and regulates the provision of childcare services.
- Education Queensland Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.
- Training and Tertiary Education Queensland work with industry to build a world class training and skilling system to skill Queenslanders including the management of 13 TAFE institutes, regulation of the state's apprenticeship and traineeship system, regulation of registered training organisations, provision of strategic direction for the higher education and non-state education sectors and investment in Queensland's training and skilling system.

Operations Division consists of Information and Technologies Branch, Human Resources Branch, Finance Branch, Corporate Procurement Branch, Infrastructure Services Branch and Regional Offices which work together to ensure that the department achieves sustainable investment, better utilisation of assets and resources, increased organisational productivity and accountability from its investment for both business and education outcomes.

The organisational Health Unit is responsible for the statewide leadership and coordination of health promotion, occupational health and safety, occupational rehabilitation and employee assistance services.

For more information about the department, please visit our website at [www.det.qld.gov.au](http://www.det.qld.gov.au)

## Your opportunity

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As the Claims Management Officer you will assist the Injury Management Team with the delivery of injury management services, including the management of injured/ill employees on WorkCover, QSuper or other forms of leave.

The Claims Management Officer reports to the Principal Human Resource Consultant, Injury Management and will work collaboratively with members of the Organisational Health Unit.

## Your role

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You will have responsibility for leading the following activities and delivery of the following key tasks:

- Providing claims management services including:
  - providing case management functions for non complex WorkCover and QSuper claims.
  - completing and managing paperwork for WorkCover and QSuper claims.
  - entering leave on the department's HRMIS for employees on WorkCover, QSuper or rehabilitation.
  - reconciling WorkCover payments.
- Proactively reviewing, modifying and changing claims management and organisational health processing to improve processes and client service delivery.
- Liaising with QSuper, WorkCover in relation to employee claims.
- Providing a quality client service.
- Assisting schools to develop rehabilitation and return to work programs.
- Organising individual workload to ensure timely and accurate processing.
- Providing a range of services, advice and support to regional staff and schools.
- Working as part of a team to ensure that deadlines and commitments are met.

## How you will be assessed

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Within the context of the role described above, the ideal applicant will be someone who has the following key attributes

### 1. Supports strategic direction

Understanding of contemporary human resource discipline and practices relevant to the operations of the organisational health team.

### 2. Achieves results

Demonstrated ability to acquire rapidly effective skills in the management of human resources and in particular organisational health.

### 3. Supports productive working relationships

Ability to work as part of a team, including demonstrated reliability in organising individual workloads to meet deadlines, commitments and client service standards.

### 4. Displays personal drive and integrity

Working knowledge of, or the ability to rapidly acquire a working knowledge of relevant legislation, awards, policies etc applicable to the department's human resources and in particular organisational health.

### 5. Communicates with influence

Demonstrated skill in written and oral communication, including the ability to establish good working relationships in the delivery of client services.

## **Additional information**

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- Although there are no mandated qualification requirements for this position, possession of a current Rehabilitation and Return to Work Coordinator Certificate issued by Q-Comp, is considered desirable in effectively undertaking this role. For applicants not currently possessing this certificate, willingness to undertake the necessary training to obtain this certification is considered highly desirable.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- A criminal history check will be initiated on the successful applicant by the Queensland Police Service.
- A discipline history check may be initiated on the successful applicant.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation in accordance with the *Public Service Act 2008*.
- Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
- You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism and embrace diversity and a balance between work and life commitments.
- DET employees are required to acknowledge they understand their obligations under the Queensland Government *Code of Conduct* and the DET *Standard of Practice* and agree to align their professional conduct to these obligations.
- You will be actively supported as an individual and will have access to a range of flexible work options, an employee assistance program and learning and development opportunities.
- Additional information is available online at: [www.jobs.qld.gov.au](http://www.jobs.qld.gov.au)
- Applicants are to submit a brief resume; contact details for 2 referees (one of whom should be your current supervisor); and a maximum 2 page written response outlining your suitability for the role referring to the key attributes under "How you will be assessed".