

# Role Description

## Workers Compensation Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Shared Services Payroll
Location	Parramatta, Police Headquarters (PHQ)
Classification/Grade/Band	Clerk 3-4
ANZSCO Code	551111
PCAT Code	1127292
NSWPF Role Number	
Date of Approval	21/10/2016
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a 'Safe and Secure New South Wales', which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has three function lines, based across a number of locations. Field Operations provide frontline services directly to the community. Specialist Operations provides specialist and technical services, forensic services and counter-terrorism. The third function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others

### Primary purpose of the role

The Workers Compensation Officer provides service delivery by ensuring benefits are remunerated and reimbursed in accordance with NSW Workers Compensation legislation and the NSW Police Act.

**Key accountabilities**

- Provide service delivery by processing workers compensation wage claims, liaise with key stakeholders for accurate and timely data to inform claim determination and payment and submit claims for reimbursement of wages.
- Ensure claims are processed in compliance with required timeframes by maintaining follow up processes and records management systems.
- Provide workers compensation related payroll reports to management as required to inform workers compensation information requests.
- Ensure that all employee records are maintained and the outputs of each claim are correctly filed using organisational electronic records management systems.
- Investigate and correct payroll data integrity errors to enable the workers compensation claim to be completed and updated.
- Conduct analysis and audits of payroll data as required to inform wage disputes and injury management issues.

**Key challenges**

- Ensure the accurate process of workers compensation data to allow the reimbursement of wages from our insurer.
- Maintaining up to date knowledge of legislation, policies and business rules regarding workers compensation claims, entitlements and reimbursements to avoid over/under payments.
- Completing time dependant payroll processing, system maintenance and workers compensation related reports within required timeframes.

**Key relationships**

Who	Why
<b>Internal</b>	
Manager/Team Leader	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues, priorities and business objectives.</li> <li>• Provide advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> <li>• Escalate sensitive or complex issues</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Support team and work collaboratively to contribute to delivery of business outcomes</li> <li>• Information exchange</li> </ul>
Clients/Customer	<ul style="list-style-type: none"> <li>• Resolve issues if possible and escalate where necessary</li> <li>• Provides advice to enable outcomes/resolutions and negotiates to ensure compliance with legislation, policies &amp; awards</li> <li>• Information exchange</li> </ul>
<b>External</b>	
Clients/Customers	<ul style="list-style-type: none"> <li>• Work collaboratively to resolve issues that impacts on workers compensation entitlements and reimbursements</li> <li>• Information exchange</li> </ul>

## Role dimensions

### Decision making

The role has autonomy to make decisions regarding the prioritisation of tasks and payroll functions relating to workers compensation claims and reimbursements within required timeframes in liaison with their Team Leader and in accordance with relevant legislation, policies and business rules.

### Reporting line

- Manager - Workers Insurance – Clerk 11-12
- Team Leader - Workers Compensation – Clerk 7-8

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements




- Obtain and maintain the requisite security clearances for this position
- Ability and willingness to participate in a 4.30 pm roster and may be required to operate on days of special concession (eg: *Christmas Eve, Public Sector holidays*) and be subject to leave embargo's at critical periods to deliver time critical payroll services.


## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework*		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>

NSW Public Sector Capability Framework*		
Capability Group	Capability Name	Level
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>Respond to others who need clarification or guidance on the job</li> <li>Step in to help others when workloads are high</li> <li>Keep team and supervisor informed of work tasks</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Take responsibility and be accountable for own actions</li> <li>Understand delegations and act within authority levels</li> <li>Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b>	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability Level	Behavioural Indicators
Technology	<ul style="list-style-type: none"><li>• Apply practical skills in the use of relevant technology</li><li>• Make effective use of records, information and knowledge management functions and systems</li><li>• Understand and comply with information and communications security and acceptable use policies</li><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>

## Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	21.10.2016

## Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51181293	Shared Services	51181325	Shared Services				
51181294	Shared Services	51181466	Shared Services				