

Role Description

Complex Claims Specialist



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group
Position Description no	10658-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	531431
PCAT Code	1229192
Date of Approval	2024
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position provides expertise in complex injury management cases and partners closely with the business to development and implement employee centred programs to create a safe workplace and apply early intervention strategies to address challenges relation to workers compensation and injury management matters.

Key accountabilities

1. Lead complex workers compensation claims and deliver advice with respect to injury management notifications and/or high profile claims by ensuring adherence to regulatory requirements and alignment with TAFE NSW policies and best practice outcomes.
2. Drive active engagement by collaborating directly with internal and external relevant stakeholders, offering expert advice and support to develop and implement effective claims management and injury prevention strategies.
3. Conduct regular reporting and provide insights on the identification of high risk claims, data trends and/or other associated issues and develop strategies to support improvement initiatives.
4. Regularly influence and engage with relevant stakeholders by fostering a collaborative approach in the resolution to a range of complex issues that enhance injury management processes and outcomes with a focus on human centred approaches.
5. Provide input into project development as required, including coordination, implementation and delivery within specified timeframes.
6. Manage the resolution of complex or unusual treatments and service requests for workers with psychological and/or physical injuries, and influence business decisions on injury related concerns.
7. Develop and deliver training that addresses organisational compliance and the management of difficult workers compensation and injury management cases, including developing skills within the Injury Management Team to minimise risk of accidents and injuries in the workplace.
8. Manage escalated injury management issues and ensure compliance relating to workers with serious injuries.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Managing competing priorities and limited resources while maintaining high standards of case management and stakeholder engagement in a complex environment.
- Keep abreast of changes in legislation ensuring compliance while supporting human centred approaches to injury management.
- Delivery effective and succinct advice in relation to complex and sensitive matters ensuring each matter is managed strategically and efficiently, risks are mitigated and desired outcomes are achieved.

Key relationships

Internal

Who	Why
Line manager	<ul style="list-style-type: none">• Receive guidance, leadership and support.• Report on the identification of high risk or contentious issues.
Injury Management Case Specialists, Regional WHS Managers and Teams, People Business Partners	<ul style="list-style-type: none">• Collaborate to build competency on pro-active techniques to manage Workers Compensation.

External

Who	Why
Personal Injury Commission, Tribunals	<ul style="list-style-type: none">Attend and provide specialist advice as required.
Insurer, icare	<ul style="list-style-type: none">Build strong relationship with insurer for guidance and advise in relation to early intervention and effective claims management.

Role dimensions

Decision making

- Makes decisions on complex or sensitive issues that have a high level of impact on the immediate work area.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Injury Management and Workers Compensation Manager

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Degree in relevant discipline or equivalent skills, knowledge and experience.
- Demonstrated expertise in evaluating, advising and managing complex injury management and workers compensation cases within the framework of Safe Work legislation.
- A current NSW Drivers licence with the capacity to travel for TAFE NSW business purposes.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Project Management

Understand and apply effective planning, coordination and control methods










- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate