

Role Description

Claims Support Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Health Safety and Wellbeing Directorate, Workplace Health Management Unit
Role number	Various
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1 3 2 71 72
Date of Approval	February 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The role is responsible for maintaining workers compensation benefits in accordance with the workers compensation legislation for all employees that have sustained compensable workplace injuries. The role will administer workers compensation leave and pay through the department's payroll system, SAP and provide case management support to employees. The role is also responsible for delivering case management services for a portfolio of low risk workplace injuries.

Key accountabilities

- Provide support and advice to staff that have sustained workplace injuries in accordance with legislative and operational processes including recovery at work plans and claims administration.
- Administer workers compensation entitlements through the Departments payroll system in line with relevant legislation and departmental policy and procedures.

- Review and reconcile workers compensation leave in payroll in conjunction with award provisions for complex claims.
- Prepare and participate in regular claims reviews/case conferences with claims and injury management staff to ensure effective claims management.
- Provide advice to stakeholders to monitor the progress of workers compensation claims and manage claims through to closure.
- Record, update and retrieve information from electronic databases in accordance with the Department's policies and procedures to ensure information is accurate, stored correctly and accessible.
- Escalate urgent or complex matters to the appropriate person to provide timely customer service
- Prioritise and coordinate tasks to meet the agreed timeframes and competing priorities.

Key challenges

The role is required to apply legislation, policy and procedures when administering workers compensation benefits with a high level of accuracy and consistency in a high volume working environment.

The role responds to a range of enquiries from a broad range of internal customers which requires capacity to communicate effectively with people across the organisation.

Key relationships

Who	Why
Internal	
Departmental employees	<ul style="list-style-type: none"> • Provides specific information and advice to resolve workers compensation related issues and enquiries.
Team members	<ul style="list-style-type: none"> • Shares information, provides and seeks assistance and provides administrative support.
Team Leader	<ul style="list-style-type: none"> • Receives guidance in work practices and team goals, and receives performance feedback

Role dimensions

Decision making

The role uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

The role escalates and consults with the Leader, Health and Wellbeing to agree on a suitable course of action in line with operational guidelines.

Reporting line

This role reports to the Leader, Health & Wellbeing.

Direct reports

This role has no direct reports.

Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people

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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
	Commit to Customer Service	<ul style="list-style-type: none"> • Focus on providing a positive customer experience 	Intermediate

Provide customer-focused services in line with public sector and organisational objectives

- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate

Think and Solve Problems

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

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational