

Role Description

Dispute Resolution Officer



Cluster	Customer Service
Agency	Independent Review Office
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	January 2021

Primary purpose of the role

Act as the first point of contact for injured persons with complaints and enquiries about insurers in relation to NSW workers compensation legislation and motor accident compensation legislation to ensure the provision of timely and accurate information, advice and assistance and to support the achievement of service delivery outcomes.

Key accountabilities

- Provide general advice about entitlements, obligations, claims and dispute resolution processes, and changes to statutory compensation scheme to injured persons, to ensure enquiries about workers compensation and CTP insurers are responded to in a timely and professional manner
- Provide initial support to injured persons, and obtain and record relevant details regarding grievances, to ensure effective delivery of services
- Prepare and triage complex matters for referral to ensure the effective flow of information and resolution of issues in a timely manner
- Prepare and issue Notices of Complaint to insurers to obtain relevant information to inform dispute resolution activities
- Contribute to the development, consultation and implementation of solutions to grievances against insurers to support the achievement of organisational objectives
- Conduct reviews of insurer responses and make recommendations to inform decision making
- Provide support in the conduct of escalated complaints or investigations to ensure that investigations meet stated quality and time standards
- Contribute to the development, implementation and review of case management practices and procedures to support continuous improvement

Key challenges

- Balancing competing demands and tight timeframes to deliver agreed standards of service
- Keeping up to date with the range, pace and complexity of information and knowledge required to deliver quality service
- Displaying resilience when dealing with injured persons who are distressed, have suffered traumatic injury or are suffering financial hardship

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Monitor workflow and advise on meeting quality outcomes and timeframes• Participate in discussions and decisions regarding service delivery outcomes and processes
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively to contribute to achieving the team's business outcomes• Participate in meetings to share information and provide input on issues
Stakeholders	<ul style="list-style-type: none">• Address/respond to stakeholder-initiated queries and provide solutions or escalate as required• Ensure service level agreements are met
External	
Clients/customers	<ul style="list-style-type: none">• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues• Provide proactive advice, information and support service
Insurers	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication to ensure delivery of organisational objectives

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager Solutions

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- Satisfactory Criminal Records check

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, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> 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 	Intermediate

		<ul style="list-style-type: none"> 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 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	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