Role Description
Claims Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Health Safety and Staff Wellbeing Directorate, Workplace Health Management Unit
Role number	218021
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1 1 1 22 92
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 delivering claims management and administration services for workers compensation claims in accordance with the relevant legislation. The role will make sound decisions regarding claims management strategies to support the recovery at work of staff and reduce the cost of workplace absence. The role maintains relationships with its customers and to deliver timely, effective claims management services and advice to minimise the impact and administrative burden of workers compensation claims.

Key accountabilities

- Deliver tailored claims management services including processing of payments, reconciliation, reimbursement schedules, payroll and leave management that minimises the impact and administrative burden of workers compensation claims on workplace operations and educational continuity.

- Maintain compliance with both workers compensation and injury management legislation and departmental policies and procedures to improve claims and work health and safety performance.
- Make soundly based decisions and provide advice to staff that have sustained workplace injuries in accordance with legislative and operational processes.
- Build and maintain relationships with internal stakeholders and external agencies to ensure effective claims and injury management.
- Prepare and coordinate reports on the progress and status of workers compensation claims including in response to correspondence.
- Manage information management systems in line with departmental policy and procedures.
- Oversee and participate in claims reviews with relevant stakeholders to improve workers compensation performance.

Key challenges

- Managing a portfolio of claims in line with workers compensation legislation in a high volume environment, while managing competing demands by the various stakeholders.
- The role is required to apply legislation, policy and procedures when managing workers compensation claims with a high level of accuracy and consistency in a high volume working environment.
- Responding 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	• Provides specific information and advice to resolve return to work and workers compensation related issues and enquiries.
Team members	• Shares information, provides and seeks assistance and provides administrative support.
Team Leader	• Receives guidance in work practices and team goals, and receives performance feedback

Role dimensions

Decision making

The role acts independently and 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 line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line
This role reports to Leader, Health & Wellbeing

Direct reports
The 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	• 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	• 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	Adept

		• Use contemporary communication channels to share information, engage and interact with diverse audiences	
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**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	• 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	Adept
Business Enablers	**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	Intermediate

- 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

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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
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