

Role Description

Claims Officer



Education

Agency	NSW Department of Education
Division/Branch/Unit	People and Culture, Health and Safety Directorate, Workplace Health and Wellbeing Unit
Location	Parramatta
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	531111
Role Number	218021
PCAT Code	1224592
Date of Approval	February 2020
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

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	<ul style="list-style-type: none">• Provides specific information and advice to resolve return to work and 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 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 the unit line manager.

Direct reports

This role has no direct reports. Refer to the relevant business unit organisational chart.

Budget/Expenditure





The role has financial delegation in accordance with Departmental policy.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <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	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities for the role

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities

Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Display Resilience and Courage	Intermediate	<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 in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Capability Group: <i>Results</i>		
Capability Set	Level	Behavioural indicators
Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals <p>Seek and apply specialist advice when required</p>
Capability Group: <i>Business Enablers</i>		

Capability Set	Level	Behavioural indicators
Technology	Adept	<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 • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation