

Role Description

Claims Management Officer (Generic)

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.	24380	Content Manager No.	17/299866
Work Unit	Nominated Regions People, Information and Communication Services Division		
Location	Various locations throughout the State		
Classification	AO3 Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week		
Job Type	Permanent / Temporary / Full-time / Part-time Temporary period until XXXX unless otherwise determined		
Salary Range	per annum Salary is reflective of full-time employment (1.0FTE) <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Claims Management Officer you will assist with the delivery of injury management services, including the management of injured, ill employees on WorkCover, QSuper or other forms of leave.

The Claims Management Officer reports to the Senior Injury Management Consultant, Region Office.

Your role

Responsibilities include:

- Providing claims management services including:
 - providing rehabilitation case management functions for non-complex WorkCover and QSuper claims
 - completing and managing paperwork for WorkCover and QSuper claims
 - entering leave on the department's TSS (The Solution Series) for employees on WorkCover, QSuper or rehabilitation
 - reconciling WorkCover payments.
- Proactively reviewing, modifying and changing claims management and organisational health processing to improve processes and client service delivery.
- Liaising with QSuper and WorkCover in relation to employee claims.
- Providing a quality client service.
- Assisting schools to develop rehabilitation and return to work programs.
- Organising individual workload to ensure timely and accurate processing.



- Providing a range of services, advice and support to employees.
- Working as part of a team to ensure that deadlines and commitments are met.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.