



Role Statement

Role title	Claims Management Officer	Classification	ASO4
Branch	Super SA	Type of Appointment	Temporary
Section	Operations	Position Number	P38706
Approved by	Chief Executive, Super SA	Date	February 2026

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to being the most trusted superannuation fund for current and former South Australian public servants. Super SA's long-term success is largely due to the talent and expertise of staff who strive to create an environment that is supportive, safe and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

What this role is responsible for

- Provide and coordinate a high quality, effective and accurate claims administration services to members and Government Agencies by ways of comprehensive information, processing of applications, timely assessments and calculating benefits.
- Maintain accurate confidential case files and data for the purposes of compiling information to measure and monitor the performance of the Claims Management teams.
- Undertaking regular case reviews to ensure standards are met, and to discuss any complex and contentious cases to identify and mitigate any risks relating to case outcomes.
- Processing calculations to benefits accurately in line with established standards and procedures.
- Administering the finalisation of benefits in relation to deceased estates and payment of benefits in accordance with the relevant legislation and/or trust deed
- Communicate clearly and concisely verbally and in writing for claims underwriting decisions and insurance related matters.
- Undertake and adhere to the Claims Management team standards by ways of achieving the agreed Service Level Standards, and ensuring files and documents are in line with the Public Sector statutory requirements of record keeping systems.

Who this role reports to

The Claims Management Officer reports to the Team Leader, Claims.

Key Relationships/Stakeholders

- Works collaboratively with external stakeholders and all teams within Super SA to achieve required business outcomes.
- This position works within a team environment and may be required to work in alternative teams within Super SA to meet business and workflow needs.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.

- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
 - Some out of hours work may be required. Intrastate and interstate travel may be required.
 - The incumbent will be required to participate in the Departmental Performance Management Program.
 - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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Essential Expertise

- Sound knowledge of superannuation or financial services, acquired through relevant tertiary qualifications and/or practical experience, and the ability to apply this knowledge to support agency programs and activities
- Knowledge of medical and legal terminology associated with the factors influencing the management of injuries/ illnesses.
- Proven ability to effectively communicate, influence and negotiate with a diverse range of people at various levels (both orally and in writing).
- Proven experience in handling difficult situations in a calm, positive and objective manner, with excellent problem-solving skills.
- Demonstrated objective dealings with sensitive and contentious matters and maintain confidentiality, tact, sensitivity and empathy when communicating with internal and external customers.
- Proficient in Microsoft Office, particularly Word and Excel, and in using multiple software programs/databases at once.
- Demonstrated ability to review and process information related to Death, Total and Permanent Disablement, and Income Protection claims, applying established procedures and sound judgement to ensure accurate and timely outcomes within defined guidelines. Investigating issues by researching and analysing matters relating to the administration of insurance claims.
- Undertaking and participating in legislative training, as required, in order to maintain compliance with statutory legislation.
- Work collaboratively to develop effective working relationships with colleagues, staff, members, Government Agencies, financial planners, legal and medical practitioners and other external parties in order to deliver quality and timely communication and services.
- Participate in continuous improvement projects undertaken by Super SA to enable systems and services to better meet business and member requirements.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- RG146 (Superannuation Industry) compliant (or willingness to attain).
- Knowledge of superannuation and schemes offered by Super SA.