

Role Description



Role title:	Classification:
Claims Manager	ASO6
Division/Business unit:	Reports to:
Workforce Development and Integrity / Career Support	Manager, Career Support

Role purpose:

The Claims Manager is a role within Workforce Development and Integrity and is accountable to the Manager, Career Support for:

- Managing and coordinating complex workers compensation claims in accordance with the *Return to Work Act 2014*, departmental procedures and self-insurance performance standards.
- Providing high-level advice, risk assessment and early intervention measures to support safe and sustainable return to work outcomes.
- Ensuring legislative compliance, timely decision-making and rigorous documentation to minimise legal, financial and reputational risk for the department.
- engaging with injured workers, medical providers and internal stakeholders to resolve issues, support recovery, and progress claims effectively.

Key outcomes and accountabilities:

1. Manage a portfolio of complex and medium/high risk claims by applying legislation, policy, medical information and evidence-based decision-making to determine liability, entitlements and claim direction.
2. Monitor and mitigate legal, financial and performance risks, including identification of claims requiring early intervention strategies, dispute management, or escalated review.
3. Interpret and apply medical and para-medical information to inform recovery planning, assess capacity for work, and progress rehabilitation in consultation with Career Support Officers.
4. Liaise with injured workers, managers, medical providers and external stakeholders to resolve issues, facilitate return to work pathways, and manage expectations to achieve equitable outcomes.
5. Prepare high-quality written advice, including determinations, briefings, recommendation on appropriate lump sum payments and redemptions, and responses for internal review or external dispute processes.
6. Represent the department at the South Australian Employment Tribunal (SAET) hearings and conciliation conferences and attend meetings/case conferences as required.
7. Contribute to continuous improvement activities and meet performance and system standards in accordance with the legislation, public sector requirements and South Australian Injury Management Standards for self-insurers.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Manager, Career Support (line manager)
- Career Support Officers
- Work injured staff
- Staff within People and Partnerships
- Director, managers, employees and other relevant staff across DHS
- Other stakeholders within injury management scope

Budget/Delegations:

Level 7 Financial Authorisation

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Claims management experience** – Demonstrated experience in medium/high risk claims management and statutory personal injury in line with relevant government legislation and policy
2. **Legislative and technical knowledge** – In depth understanding of the *Return to Work Act 2014*, workers compensation dispute resolution processes, self-insurance performance standards and return to work frameworks.
3. **Analytical and problem-solving skills** – Ability to evaluate complex information, interpret medical reports, assess risk, and make defensible, timely and evidence-based claim decisions.
4. **Relationships and partnerships** – Develop and maintain productive working relationships with all levels of Government and relevant internal and external stakeholders to support recovery and resolve issues.
5. **Negotiating and conflict resolution** – Ability to manage sensitive or contentious matters, negotiate outcomes, and use influence and consultation to resolve disputes or barriers to claim progression.

8. **Communication skills** – High-level written and verbal communication skills, including the ability to prepare clear, accurate defensible determinations, briefings and correspondence.
9. **Autonomy and accountability** – Ability to manage a diverse complex caseload independently, exercise sound judgement and meet statutory requirements without direct supervision.

Qualifications:

Desirable Attributes: Minimum three years' experience in workers experience / claims management: preferably in a self-insured environment.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:		
Assessed by: James Johnson, Human Resources Business Partner		Date: 31/03/2026
Approved by: Nicole Deacon, Director, People and Partnerships		Date: 01/04/2026