

Position Description

Senior Claims Consultant

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Senior Claims Consultant is responsible for the end-to-end management of a portfolio of workers compensation claims for the Department for Education. Employing strong written and verbal communication skills, the senior claims consultant investigates the circumstances of claims by obtaining relevant medical, factual and legal information in order to reach evidence-based decisions regarding liability and legislated entitlements to compensation.

The Senior Claims Consultant proactively manages entitlements through the recovery, return to work and medical phases of a claim's life cycle, in consultation with injured workers, return to work specialists, treatment providers and legal representatives.

The Senior Claims Consultant represents the department in dispute resolution proceedings before the South Australian Employment Tribunal, utilizing technical knowledge and negotiation skills in order to achieve outcomes which balance the interests of the department and injured workers, in accordance with the objectives and provisions of the Return to Work Act 2014.



Position title	Senior Claims Consultant
Classification	AS05
Division	People and Culture
Directorate	Workforce Relations and Safety
Location	31 Flinders Street, Adelaide, with flexible working arrangements available (<i>amend as necessary</i>)
Reports to	Team Lead, Claims
Direct reports	Nil
Role description date	April 2024

What you will do (key outcomes)

1. The prompt and timely identification of high-risk claims and initiation of collaborative time framed early intervention strategies, ensuring that claims are administered in accordance with legislation, codes of practice and departmental/government requirements.
2. Establishment of case management strategies and ensuring that claims are properly investigated and determined.
3. Professional representation of the department at the South Australian Employment Tribunal including instruction of legal counsel, and negotiation with union and legal representatives in relation to workers compensation claims.
4. Application of appropriate communication strategies and processes to establish effective working relationships with injured employees, treating practitioners, line managers, union representatives and human resource personnel.
5. Undertakes work collaboratively as a member of the Injury Management Team towards appropriate prevention and resolution of claims for compensation.
6. Exercise professional judgment when applying delegated authority to facilitate legislatively compliant case management and return to work outcomes.
7. Participation in external audits, internal reviews and the regular analysis and refinement of work policies and practices to support the attainment of continuous improvement objectives at an individual and team level.
8. Ensuring work systems, practices and administrative processes comply with legislative / departmental / government policies and procedures and are maintained to maximize efficiencies and service provision.
9. Advocacy for strategic and legislatively compliant case management, rehabilitation and return to work policies, processes and outcomes.
10. Participation in performance management and professional development activities that lead to improve service delivery, best practice policy implementation and optimum return to work outcomes for injured employees and the department.
11. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- Task management: Manage complex and competing priorities and develop effective resolutions both individually and through working with others.

- Relationships and partnerships: Establish and maintain effective relationships and networks with internal and external stakeholders.
- Sound understanding of legal processes and significant experience attending hearings, conciliations and litigation matters in formal and informal settings, including instructing legal representatives.
- Solutions focus: Proven ability to solve problems through solutions that require a high degree of creativity, innovation and ingenuity.
- Case management of workers compensation claims and pay scheduling.

Who you will work with (key relationships)	Qualifications
• Director, Workforce Relations and Safety • Manager, Injury Management • Education People & Culture staff • AEU and PSA Unions • Legal Providers, Crown Solicitors • Principal/Preschool Director Associations, External Contractors • Regional Directors • Industry Providers • Return to Work SA	Essential: Nil Desirable: Relevant tertiary qualification, experience in the application of vocational rehabilitation theory.

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	You may need a current driver's license and be willing to drive You may be asked to work out of hours You may need to travel within or outside South Australia You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training You must be an Australian resident or provide evidence you have a current work permit

Assessed by: Claire McInnes, P&C Advisor		Approved by: Lisa Dwiars, Director, Workforce Relations	
Date: May 2024		Date: May 2024	