Position Description – Claims Officer

Core Detail

Title	Claims Officer
Objective	Manage the Statutory claims portfolio of Workers' Compensation claim to ensure a successful rehabilitation and return to work.
Role	Proactively manage the Statutory portfolio of workers' compensation claims to ensure compliance with the conditions of the aged Care Employers' Self-insurance (ACES) group licence and the statutory claims for the TriCare companies that are insured with WorkCover Queensland.

Position Parameters

Employment	Full time, Permanent
Reporting to	Manager – Workers' Compensation
Key Relationships	Aged Care Manager & Retirement Living Manager, Village Managers, Facility Managers, Operations Managers, Injured Workers, Medical Practitioners, Health Professionals and Legal Firms.
Expenditure Limit	$3,000
Location	TriCare Head Office

Detailed Description of the Position

Main Duties 1	• Register new ACES statutory workers' compensation claims into the Self-insurance Management System (SIMS) • Investigate statutory workers' compensation claims and using evidence gathering means to test the validity of claims. • Determine liability for ACES workers' compensation statutory claims, calculate entitlement and authorise and process compensation and provider payments in accordance with the Queensland Workers' Compensation Legislation and the Table of Costs. • Proactively manage the statutory claims in accordance with ACES Workers' Compensation Claims Manual and the Workers' Compensation and Rehabilitation Act 2003. • Develop outcome focused case management plans to assist workers with a successful rehabilitation and return to work.

	• When required, prepare Reasons for Decision in respect to statutory claims decisions and legislative requirements. • Provide information and evidence to the Regulator, Legal Advisers, WorkCover Queensland and others as required. • Ensure recovery of compensation paid from motor vehicle third party insurers in relation to claim resulting from motor vehicle accidents, as required. • Provide timely and accurate workers' compensation guidance and advice, including the interpretation of relevant legislation to managers and staff. • Co-ordinate and attend monthly claims reviews with relevant stakeholders. • Review, monitor and address any issues raised in the ACES Monthly Reports provided by the Regulator and report on findings/outcomes/issues to the Manager – Workers' Compensation. • When required, assist with the management of ACES workers' compensation common law portfolio. • Manage statutory workers' compensation claims for the TriCare companies that are insured with WorkCover Queensland, which will include liaison with WorkCover Queensland, treating medical practitioners, health and other professionals as required, ensuring appropriate management of claims.

Skills and Knowledge

- Demonstrated claims management experience and extensive knowledge of Workers Compensation and Rehabilitation Act 2003.
- Self-Insurance claims management experience.
- Strong computer skills, particularly Microsoft Office
- Strong attention to detail.
- Experience in using SIMS claims management software (preferable).

Personal/Other Attributes

- Confident communicator with the ability to engage with stakeholders to achieve positive outcomes.
- Strong interpersonal, oral and written communication.
- Strong time management skills.
- Must be motivated, a self-starter and able to work unsupervised.

Experience

- Minimum 3 years' experience in similar role

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

a) Work Health and Safety (WHS) legislation;

b) Related WHS responsibilities; and

c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Improvement Review.