**Job and Person Specification**

**Injury and Claims Consultant**

|  |  |
| --- | --- |
| Code | PCJD01 |
| Classification | Non-Award, Negotiated Package |
| Reports To | General Manager People |
| Approved By (Title) | Chief Executive |
| Approved By (Signature) |  |
| Date of Approval | 29/4/2016 |
| I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare. | |

|  |  |
| --- | --- |
| Acknowledged by Employee | [acceptance\_status] |
| Name of Employee | [candidate\_name] |
| Date of Acknowledgement | [acceptance\_date] |

**Our Purpose**

***Delivering peace of mind with our care.***

**Our Values**

**Respect**

**Value in Action - We protect the dignity, rights and values of individuals**

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

**Accountability**

**Value in Action - We are all responsible for working safely and with integrity**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

**Connection**

**Value in Action - We develop vibrant and supportive relationships based on warmth and generosity**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

**Our Diversity & White Ribbon Commitment**

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

**JOB SPECIFICATION**

**Summary of the broad purpose of the position in relation to organisation goals**

The Injury & Claims Consultant is part of the Human Resources Management Unit within the People, Quality and Strategy division of Eldercare. The position reports directly to the General Manager People.

The Injury & Claims Consultant manages workers compensation claims and monitors the recovery and return to work processes ensuring compliance with the Return to Work Act 2014, the Return to Work SA Injury Management Performance Standards and the Code of Practice for Self Insurers

**Reporting/Working Relationships**

The Injury & Claims Consultant:

* Reports directly to the General Manager People
* Works in partnership with the Executive, General Managers and Site Operations Managers (SOMs)
* Works in partnership with employees who sustain injuries at work
* Liaises with external medical, legal and associated service providers

**Special Conditions**

* Must hold an acceptable National Police Clearance.
* Required to travel to all sites; travel may occur outside normal working hours

**Statement of Key Outcomes and Associated Activities**

**Case Management**

* Reviews all new claims within 24 hours of receipt
* Determines claims in a timely manner, where possible within 10 days of receipt
* Initiates case management strategies within 48 hours of receipt; may include investigation, recovery and return to work, medical reviews
* Ensures decisions requiring determination are actioned in a timely manner
* Ensures all quarterly, half yearly and yearly reviews are actioned in accordance with procedural and legislative requirements by the due date and allows for appropriate adjustments
* Ensures all legislative requirements are processed appropriately
* Reviews all claims on a quarterly basis to ensure case management strategies have been implemented, Recovery & Return to Work Plans are being implemented and that there are no outstanding matters such as medical reports and workplace assessments
* Liaises with and seeks advice from medical, legal and other experts
* Ensure claims documentation and file notes are up to date at all times
* Liaises with Return to Work SA and other agencies as necessary
* In conjunction with the General Manager People:
  + prepares and presents matters before conciliation and review hearings; and
  + ensures Eldercare legal representatives are briefed on all tribunal matters
* Meets regularly with recovery and return to work providers to ensure progress towards a productive RTW is occurring

**Services to Staff**

* Ensures staff are made aware of their rights, responsibilities and entitlements regarding recovery and return to work matters
* Advises staff of the services provided through the Early Intervention Process
* Ensures injured staff have recovery and return to work plans appropriate to their needs
* Ensures SOMs and other stakeholders are consulted, actively involved and have input in all key decisions, recovery and return to work plans, reviews, case management strategies and regular claim file reviews
* Conducts site visits on a regular basis to discuss trends, issues and other relevant workers recovery and return to work matters impacting on the site

**Claims Reporting to:**

**CE, Executive, General Manager People and WHS Team Leader**

* Conducts quarterly meetingsdetailing new claims, closures, payments made ie weekly income maintenance, medical costs, legal costs, rehabilitation costs, redemptions and trends, issues and remedial strategies
* Provides relevant information and updates in relation to self insurance and injury management issues

**General Manager People**

* Prepares a monthly report detailing claim activities and relevant self insurance issues
* Conducts monthly meets as above
* Reviews and reports on external service providers six monthly; liaising with SOMs to obtain feedback on performance

**Site Operations Managers**

* Prepares and provides monthly reports on claim activities, lost time and claims costs

**Administration/Other**

* Supervises the administration of claims including registration of incoming mail, input of data into Clearsight system and prompt process of accounts for payment
* Assists with the development, implementation and review of policies and procedures regarding the management of workers compensation claims
* Monitors and disseminates information relating to workers compensation legislation and standards
* Contributes to the application of good human resource management practices by
  + Complying with Eldercare’s Policies and Procedures
  + Participating in Eldercare’s Performance Management Programme and
  + Ensuring that Eldercare’s records management policies are followed

**WHS Responsibilities**

All Employees:

* Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document
* Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others

For positions with Supervisor responsibilities:

* Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan
* Maintains compliance with all WHS policies and procedures by regular performance review
* Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained
* Provides relevant WHS information and ensures appropriate training is provided
* Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
* Maintains appropriate records as required by Eldercare
* Ensure all non-conformances identified in internal audits are rectified
* Investigates all reported incidents and reports action/s taken to prevent a similar occurrence

***Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.***

**PERSON SPECIFICATION**

**Essential Minimum Requirements**

**Qualifications/Experience**

* Proven extensive experience in Workers Compensation claims management, preferably in a Self Insured environment

**Personal Abilities/Aptitude/Skills**

* Competent in use of MS Word, Excel, Outlook and Internet Explorer
* Competent in the use of the STARS software package
* Well developed communication skills with the ability to relate effectively to a wide range of people
* Able to maintain confidentiality
* Able to work effectively in a team situation
* Good listening skills
* Organised and able to plan work and establish priorities
* Able to liaise effectively with legal representatives and other stakeholders

**Knowledge**

* Return to Work Act 2014
* Return to Work SA Performance Standards
* Code of Practice for Self Insurers

**Desirable Requirements**

**Qualifications/Experience**

* Previous experience in aged care or health sectors