

Role Statement

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|--------------------|---------------------|----------------------------|-----------|
| Role title | Claims Case Manager | Classification | ASO6 |
| Branch | Shared Services SA | Type of Appointment | Ongoing |
| Section | Payroll Services | Position Number | Multiple |
| Approved by | Delegate | Date | June 2025 |

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.

Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

The Claims Case Manager is accountable to the Team Leader, Claims and responsible for the management of a workers compensation claim portfolio for DTF Work Injury Services client agencies in accordance with the relevant legislation, regulations, government policies and performance standards.

The role provides expert advisory, consultancy and training services to client agency business unit managers, supervisors and client agencies in relation to all aspects of workers compensation claims management and administration.

What this role is responsible for

- Managing complex workers compensation claims to ensure they are efficiently coordinated and facilitated for client agencies, including assessing, investigating, reviewing, negotiating and determining workers compensation claims, weekly and interim entitlements, approving medical treatment, redemption settlements, managing disputation and assessing Section 56/58 lump sum payments in accordance with the relevant legislation, regulations, government policies and injury management standards.
- Providing professional and expert workers compensation claims advisory and consultancy services to business unit, client agencies and stakeholders and ensures that injured employees receive fair and accurate compensation.
- Delivering training services to business unit managers, supervisors and client agencies in relation to all aspects of workers compensation claims management.
- Developing and maintaining strong and effective working relationships to support the effective exchange of information with managers, supervisors, injured employees, medical practitioners, external providers and union/legal representatives regarding workers compensation matters.
- Developing workers' compensation reporting mechanisms and delivering regular, timely and accurate reports regarding workers compensation services to client agencies
- Assisting in the development, implementation and review of injury management and workers compensation claims management policies, procedures and processes for continuous improvement of the Injury Management Model.
- Assisting in the provision of support and guidance to the Claims Management Officer's to ensure a high level of service delivery is maintained.
- Delivering assigned projects and initiatives in a timely manner, address specific objectives and contribute to the continuous improvement of workers compensation services, expert advice and information.
- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.

Who this role reports to

- Team Leader, Claims
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Key Relationships/Stakeholders

- Provide support and guidance to Claims Management Officer
- Injury Management Team
- All key stakeholders including injured employees, their representatives, SA Employment Tribunal, Regulatory Authorities and various service providers.
- Medical providers, allied health providers, and other treating or support service providers.
- Legal providers (including Crown Solicitors Office).
- Client agency decision-makers and Return to Work Coordinators.
- External Professional Associations (e.g. Australian Rehabilitation Providers Association).

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: SA Police clearance
- 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.

Essential Expertise

- Relevant tertiary qualifications and/or equivalent knowledge of personal injury or work injury management, workers compensation legislation or demonstrated significant experience in the application of claims management principles.
- Demonstrated experience in analysing, developing and implementing injury management strategies to achieve safe and successful recovery and return to work outcomes and managing workers compensation claims including assessing, investigating, negotiating and determining complex workers compensation claims, entitlements and lump sum payments.
- Current sound knowledge of the *Return to Work Act 2014*, Regulations, SA Public Sector Injury Management Standards, precedent case law, management system principles and associated policies, procedures, and methodologies.
- Proven knowledge of, and ability to apply, medical and legal terminology associated with the factors influencing the management of work related injuries and illnesses.
- High level organisational skills, including the proven ability to manage high volumes of work, remain calm and professional under pressure and determine priorities to meet strict timelines and achieve planned outcomes.
- Proven ability to work with minimal supervision, bill for activities undertaken, provide guidance to support staff and participate as a team member to achieve agreed outcomes.

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- Proven experience in providing expert analysis, advice and technical expertise interpreting and consulting on aspects of relevant legislation, regulations, policies and performance standards relating to workers compensation and attendance to dispute matters at the SA Employment Tribunal.
- Proven experience in effectively communicating and negotiating with a diverse range of clients at various levels and demonstrating successful problem solving, conflict resolution and decision making techniques in the workers compensation environment.
- 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 to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- An understanding of Human Resources and Industrial Relations principles.
- Experience and sound knowledge of computer-based office systems, including Microsoft Outlook, Word and Excel.
- Experience in the maintenance of computer-based rehabilitation and claims management systems.

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