



**Insurance Commission
of Western Australia**

Position Title	Team Leader (Workers' Compensation)	Classification	Level 6
Number	Generic	Group	Insurance Operations
Reports to	Client Service Manager	Division	Government Insurance
Supervises	Up to 8	Section	Workers' Compensation Claims

Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages the RiskCover Fund, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Divisional Overview

The Government Insurance Division administers RiskCover, the Government of Western Australia's self-insurance scheme. The Division provides high quality and efficient self-insurance for Government departments and authorities, industrial diseases insurance to the mining sector, and manages the Insurance Commission General Fund, and Government Insurance Fund. The Division also administers claims lodged against the Employers Indemnity Supplementation Fund; WA Police, Post Separation Medical Benefit Scheme and WorkCover's General Fund on behalf of other agencies. It also provides advice to Government on insurance and risk management matters.

Position Overview

To coordinate the operations of a claims team, in respect of workers' compensation, to deliver consistent injury and claims management services to clients and claimants.

Position Responsibilities

- Ensures delivery of claims management services by coordinating the operations of a Claims Team.
 - Actively promotes and influences clients and their staff to embed an injury management culture within their agency.
 - Creates a positive work environment that reflects the values of the Insurance Commission.
 - Trains team members and assesses their competencies.
 - Allocates and prioritises work for the team, ensuring productivity and equity.
 - Examines all new claims and provides direction on complex and/or sensitive matters.
 - Ensures the team meets performance standards and complies with established guidelines and procedures.
 - Ensures the quality of claims management by proactive monitoring of practices and by conducting audits of claims.
 - Develops and maintains effective partnerships with key agency personnel to promote the Insurance Commission and the RiskCover Fund.
 - Identifies, develops, shares and secures relevant knowledge.
 - Manages a portfolio of Workers' Compensation claims.
 - Identifies and informs the Client Service Manager, Insurance Advisory Coordinator and clients of claims trends, complex claims and other relevant issues.
 - Participates in dispute resolution and settlement conferences.
 - Contributes to the development of the Government Insurance Division's Business Plan.
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Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements

Have the capability to:

1. Work with a customer service focus, establish relationships and anticipate client needs.
 2. Manage a team with the ability to mentor, motivate and develop people.
 3. Communicate effectively with a range of stakeholders.
 4. Understand and appropriately apply injury management principles and practices.
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Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identify check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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Award/Agreement

Certification

Approved by the delegated authority and registered on:

19 November 2018