



## Job Description Form

### REGISTRATION OFFICER LEVEL 3 (02203756 & 02003757)

#### KEY RESPONSIBILITIES

- Works as a member of the Conciliation and Arbitration Services Registry to process documents and liaise with stakeholders on behalf of the Director Conciliation and the Registrar Arbitration.
- Processes settlement agreements and related documents in accordance with established processes and procedures, including the examination of medical assessment reports for compliance.
- Processes new applications for conciliation or arbitration, replies and other related documents, and ensures compliance with relevant legislation, regulations and rules.
- Ensures that the processing of incoming documentation is timely and efficient.
- Provides procedural advice and information to parties as required relating to settlement agreements, conciliation and arbitration applications, and related matters.

#### STATEMENT OF DUTIES

- Undertakes the examination and management of dispute documentation via integrated case and information management systems.
- Ensures compliance of applications and related material with the *Workers Compensation and Injury Management Act 2023*.
- Undertakes the examination of documentation including settlement agreements and common law applications to ensure compliance with the requirements of the *Workers Compensation and Injury Management Act 2023* and *Workers Compensation and Injury Management Regulations 2024*.
- Provides information on practices and procedures to workers, legal practitioners, authorised agents, employers, insurers, Conciliation and Arbitration Services staff and the general public.
- Assists in resolving issues relating to non-compliance of documents and obtains relevant information from parties to support pro-active case management and the timely and efficient resolution of disputes.
- Provides assistance to parties using WorkCover WA's e-lodgement system.
- Ensures the maintenance of data integrity.

#### **Other**

- Participates in the development and achievement of WorkCover WA's business plan, divisional plans, policies, practices and procedures.
- Complies with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, WHS and Records Management.
- Participates in the Performance and Development Agreement system.
- Performs other duties as directed

## PERSONAL CHARACTERISTICS

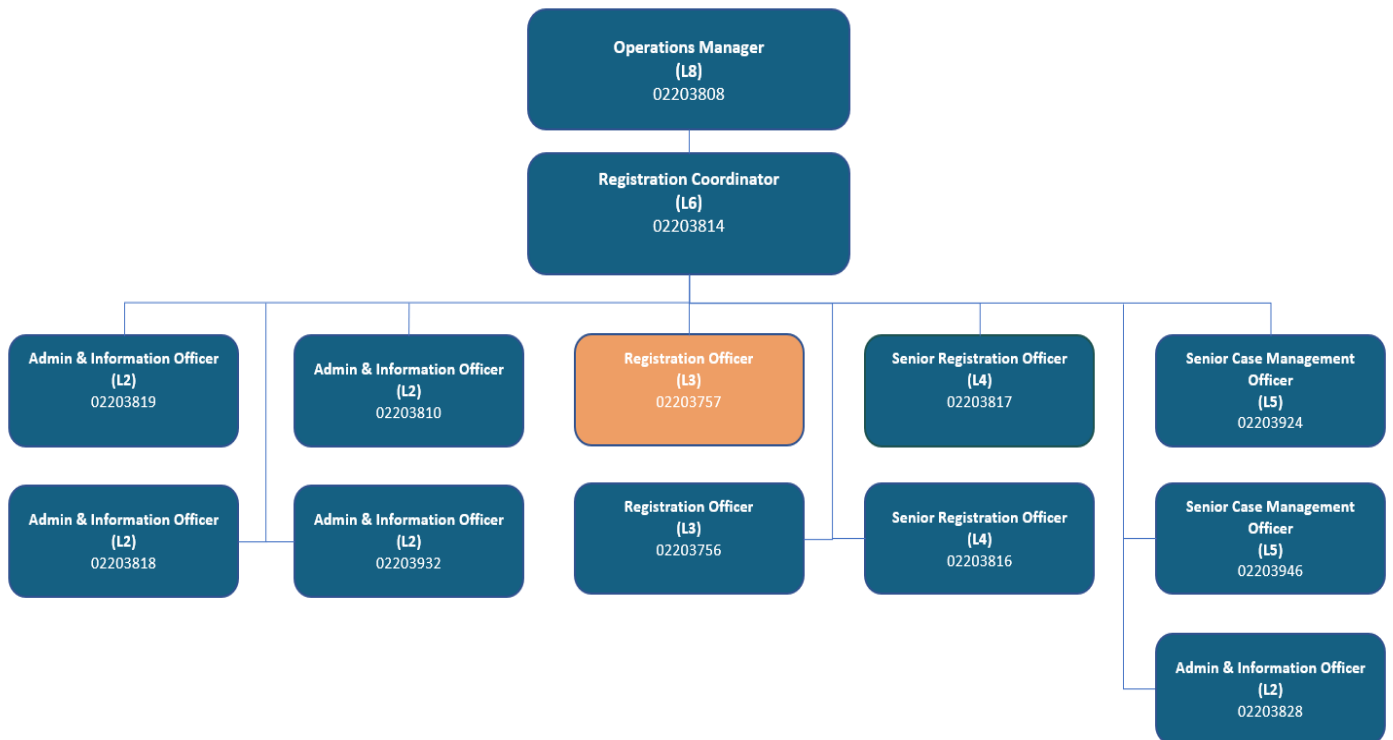
- Committed to a strong work ethic and self-improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.
- Adaptable to change with an aptitude to embrace systems and technology.

## LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted Leadership Expectations which provides common understanding of the mindsets and expected behaviours required of our employees and the public sector.

The leadership context for this role is **Personal Leadership**.

## REPORTING RELATIONSHIPS



## SELECTION CRITERIA

### Essential

1. Excellent written and verbal communication skills.
2. Ability to interpret legislation.
3. High attention to detail and demonstrated competence using computer based systems.
4. Well-developed interpersonal and customer service skills.
5. Demonstrated ability to work effectively as a member of a team.

## CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at June 2024.



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General Manager



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Chief Executive Officer