



# Police Compensation Case Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Workforce

**Position Description Number:**

228026

**Directorate / Command / District / Division:**

Health and Wellbeing Division

**Level:**

Level 5

**Business/Work area:**

Medical Retirement Unit

**Employment Conditions**

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Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

**Position Objective**

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Provides an advisory and consultancy service to internal and external stakeholders in relation to police compensation matters and contributes to decision-making, ensuring compliance with relevant legislation and policy. Undertakes research and analysis of assessments and prepares compensatory payments for employees progressing through the medical retirement process.

**Role of Work Unit**

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The Medical Retirement Unit is responsible for the assessment and management of the Police Compensation Scheme in line with relevant legislation, policies, and governance requirements. It provides specialist advice and manages a range of cases, including complex and sensitive claims involving medical, legal, and financial considerations for Police Officers, Aboriginal Police Liaison Officers and Police Auxiliary Officers, and the Former Police Officers' Medical Benefits Scheme.

**Reporting Relationships**

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This position reports to:

- Police Compensation Coordinator, Level 6

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## Key Accountabilities

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### 1 Police Compensation and Consultancy (60%)

- 1.1 Provides an advisory and consultancy service to current Western Australia Police Force employees on matters pertaining to the Police Compensation Scheme in accordance with the *Police Act 1982* whilst they progress through the medical retirement process.
- 1.2 Liaises with medical practitioners, injury management consultants, and other rehabilitation providers on scheduling permanent impairment assessments for medical retirees.
- 1.3 Prepares all documentation for inclusion of permanent impairment assessments undertaken by medical practitioners.
- 1.4 Resolves matters of a straightforward and complex nature in relation to permanent impairment assessments and the associated disbursement of monies.
- 1.5 Assists in the development and delivery of the WA Police Force public register of Approved Medical Specialists, including appointment, removal, and ongoing review of providers as per WorkCover WA Approved Medical Specialists.
- 1.6 Coordinates and provides ongoing support for employees through the progression of medical retirement and the Police Compensation Scheme, including referral for additional support services, such as vocational assessments and guidance services.
- 1.7 Prepares high quality reports, submissions and correspondence that inform decision making in relation to contentious compensation matters.
- 1.8 Attends meetings and working groups on matters related to compensation scheme activities and services that promote early intervention and provision of appropriate support services to ill/injured employees.
- 1.9 Maintains knowledge of relevant legislation, industry standards, and corporate priorities to ensure alignment of service delivery.
- 1.10 Interprets medical terminology, procedures/policies, entitlements, and legislation to provide advice to employees and other internal and external stakeholders in regard to the Police Compensation Scheme.

### 2 Case Management, Research and Analysis (35%)

- 2.1 Investigates and assesses general and complex compensation matters including initial requests, for compliance with applicable Acts, legislation, and industry standards to ensure alignment of service delivery and final compensation determinations.
- 2.2 Undertakes research, analysis and evaluation of information pertaining to medical compensation deliverables and prepares reports and recommendations on these findings.
- 2.3 Develops and maintains accurate records, documentation, and case histories to support transparency, audit and review processes.
- 2.4 Assists the Police Compensation Coordinator with matters which progress through the dispute process in the Western Australia Industrial Relations Commission (WAIRC) the preparation of arbitrary and appeals.

### 3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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## Specialist Prerequisite(s)

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It is a requirement of this position that the recommended applicant/s undertakes a psychological assessment to determine their suitability, and as an incumbent, agree to undergo periodical psychological assessments as required.

## Work Related Requirements

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### Essential

### Context in which work related requirements will be applied and or general standard expected.

Ability to interpret and apply legislation

Interpreting and *Police Act WA 1892, and the Police Compensation Scheme Regulations*. Interpreting related legislation aligned under WorkCover WA Guidelines. Understanding contemporary workforce issues impacting on the agency. Applying policies and procedures in accordance with relevant human resource legislation and standards.

Communication and interpersonal skills

Providing specialist advice in relation to the administration of medical retirements and compensation scheme requirements. Communicating sensitively with police officers progressing through the medical retirement process and liaising with a wide range of internal and external stakeholders in coordinating and monitoring requests and case files. Discussing sensitive issues and maintaining a high level of confidentiality at all times. Advising managers and staff on police separation and transition matters. Preparing reports and correspondence of a sensitive nature.

Organisational skills

Prioritising competing demands within strict timeframes and providing timely advice in a high demand area. Coordinating case management simultaneously and planning for any anticipated delays.

Analytical and conceptual skills

Identifying issues, conceptualising problems, researching and analysing information to provide recommendations to support operational and strategic decision-making processes.

Ability to use computer hardware and software

Maintaining reporting tools including complex spreadsheets, databases and dashboards using Microsoft 365 suite of products and other relevant toolsets.

Teamwork skills

Understanding and contributing to a positive workplace environment. Remaining flexible and assisting other team members to achieve a collaborative and effective approach.

### Desirable

Possession of, or progression towards a relevant tertiary qualification

Human Resources, Business, Commerce, or related field in compensation matters.

## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Leadership Context

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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 a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Leading Others**.

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**Certification**

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

<b>Position Title and Work Unit</b>	<b>Name</b>	<b>Date</b>
A/Senior Organisational Design Consultant Organisational Design and Analysis	Helen Mashiah	25/05/2026
Divisional Superintendent Health and Wellbeing Division	Superintendent Gene Pears	25/05/2026