

**A workers' compensation and  
injury management scheme that works for all**

## **JOB DESCRIPTION FORM**

### **CASE MANAGEMENT OFFICER- CONCILIATION SERVICE**

#### **LEVEL 3 (02203822 AND 02203823)**

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#### **Key responsibilities**

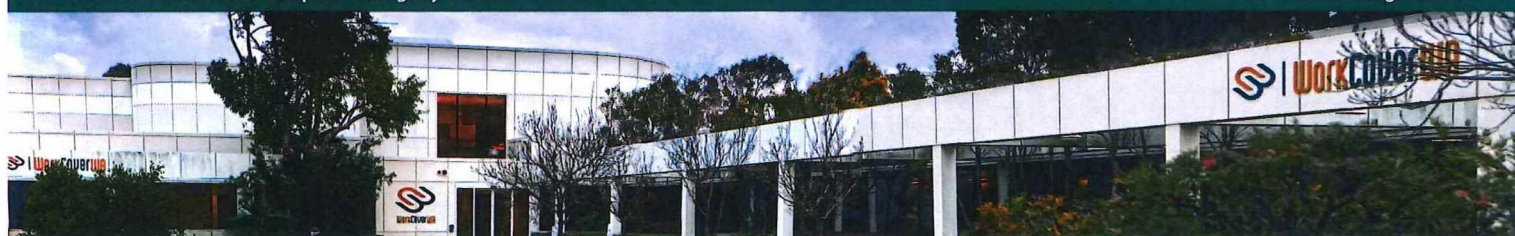
- The Case Management Officer liaises with parties involved in matters before the WorkCover WA Conciliation Service to assist with the administrative aspects of the conciliation process.
- Working in a team environment the Case Management Officer ensures the provision of all necessary case management support to Conciliation Officers
- The Case Management Officer responds to requests for information regarding conciliation processes to parties as required and checks for procedural compliance.
- The Case Management Officer monitors the progress of conciliation cases and manages documents relating to case files as instructed by the Conciliation Officer.

#### **Statement of duties**

- Under the supervision of the Case Management Coordinator ensures efficient and effective workflows within the Conciliation case management team to ensure work is appropriately organized.
- Provides case management support to Conciliation Officers including the scheduling of conferences and maintenance of diaries.
- Provides information to the parties to the dispute on the conciliation process.
- At the direction of the Conciliation Officer obtains relevant information from parties to support the timely and efficient resolution of disputes.
- Ensures procedural compliance of applications with the Workers Compensation Conciliation Service Rules.
- Ensures readiness of applications to proceed to conference to minimise delays.
- Undertakes research as required.

#### **Other**

- Participates in the development and achievement of WorkCover WA's business plan, divisional plans, policies, practices and procedures as required.
- Complies with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, OSH and Records Management.



- Contributes to the achievement of team goals and leads teams as required.
- Performs other duties as directed.
- Participates in the Performance and Development Agreement system. Personal Characteristics
- Committed to a strong work ethic and self improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.

## Reporting relationships

### Conciliation and Arbitration Services - Operations Organisational Chart

