

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

## JOB DESCRIPTION FORM

### COMPLIANCE CASE OFFICER

### LEVEL 3 (02203872, 02203873)

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#### Key responsibilities

- Consults, liaises and conducts enquiries to ensure compliance with the *Workers' Compensation and Injury Management Act 1981*.
- Manages low risk compliance cases.
- Performs the functions of an Inspector for the purposes of the *Workers' Compensation and Injury Management Act 1981*.

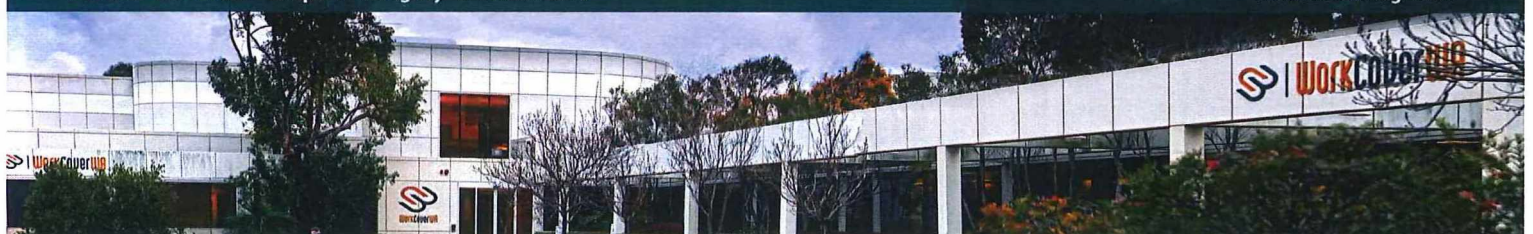
#### Statement of duties

##### **Compliance Service**

- Maintains a caseload of low risk cases and makes recommendations on enforcement actions.
- Consults with employers and insurers about lapsed insurance policies to ensure compliance with the *Workers' Compensation and Injury Management Act 1981*.
- Undertakes investigations of a less complex nature to establish the facts of matters, including gathering of evidence from relevant sources to identify non-compliance with the requirements of the Act.
- Prepares written documentation regarding compliance issues.
- Liaises and consults with employers and other scheme participants to promote voluntary compliance.
- Participates in the development, implementation and review of quality assurance processes to bring about improved performance and quality outputs.
- Liaises with other staff members on the effective operations of the compliance team including system enhancements and operating improvements.
- Conducts research and collates documentation to assist in regional activities.
- Performs other duties as directed.

##### **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, OSH and Records Management.



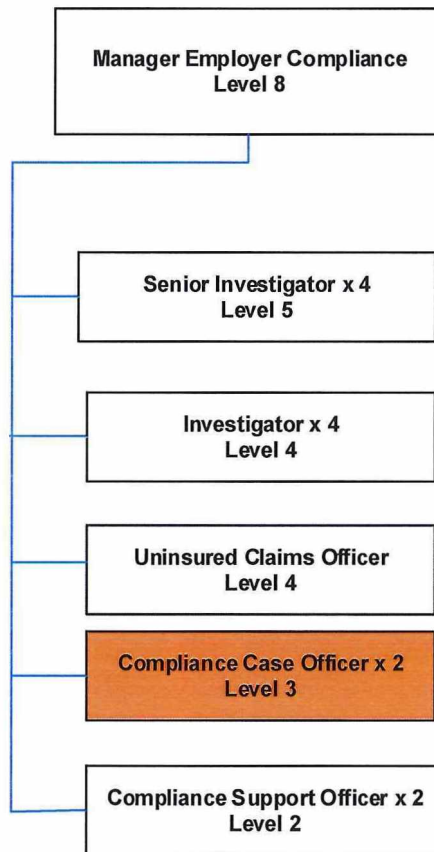
- Participates in the Performance and Development Agreement system.

## Personal Characteristics

- Committed to a strong work ethic and self improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.
- Resilient.

## Reporting relationships

### Regulatory Services Division Employer Compliance Branch





## Selection criteria

### Essential

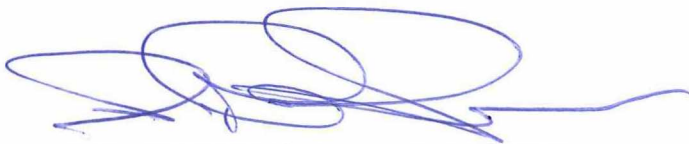
1. Good verbal and written communication skills including:
  - a. ability to influence internal and external stakeholders
  - b. ability to explain legal and technical concepts
  - c. ability to produce a variety of reports and maintain contemporaneous case notes.
2. Ability to manage caseloads, priorities and resources.
3. Strong attention to detail, with the ability to make decisions based on sound reasoning and recorded facts.
4. Possession of a C class driver's licence.

### Desirable

1. Knowledge and understanding of the *Workers' Compensation and Injury Management Act 1981*.

### Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 28 March 2018.



General Manager

6/4/18.



A/Chief Executive Officer

