



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

JOB DESCRIPTION FORM

CASE MANAGEMENT COORDINATOR

LEVEL 7 (02203820)

Key responsibilities

The Case Management Branch provides support to WorkCover WA's conciliation and arbitration functions to ensure the efficient and effective management of applications to resolve disputes in the WA workers' compensation system.

The Case Management Coordinator leads a team of case management officers in scheduling and managing hearings and meetings associated with the conciliation and arbitration of workers' compensation disputes, and in liaising with parties involved in matters before the Conciliation and Arbitration Services.

WorkCover WA's new Conciliation and Arbitration Services will use a new purpose built case management system to assist in the efficient management of applications for the resolution of disputes. The Case Management Coordinator will be responsible for leading the case management team in the transition to the new case management environment.

The new case management system will enable the generation of comprehensive management and operational reports. The Coordinator will be responsible for creating appropriate reports, assessing and analysing data, and providing advice to senior management on work flow and resource allocation.

Statement of duties

Leadership

- Leads the resources and activities of the Case Management Branch to ensure that it functions effectively and efficiently and delivers products/services in accordance with the Business Plan and Key Performance Indicators.
- Participates in the development, implementation and review of Divisional and WorkCover WA initiatives including the Strategic and Business Plan; and Conciliation and Arbitration Services policies, practices and procedures.
- Provides regular reporting and analysis of operational data and work flow across the conciliation and arbitration functions.

Operations

- Ensures quality assurance frameworks are in place to monitor, evaluate and improve the services of the Conciliation and Arbitration Services functions.



- Advises the Case Management team regarding procedures and complex issues.
- Exercises authority for operational decision making as delegated.
- Monitors and reviews achievement against business plans, including the compilation of reports concerning Branch performance.
- Responsible for the dissemination of information and the provision of advice to internal and external clients regarding the conciliation and arbitration processes and the operation of the workers' compensation system.
- Represent the Division at external and internal forums.
- Participates in the preparation of annual business plans and budget proposals, controls and monitors expenditure (including FTE's) against the progress of business plans and approved budget allocation.

Other

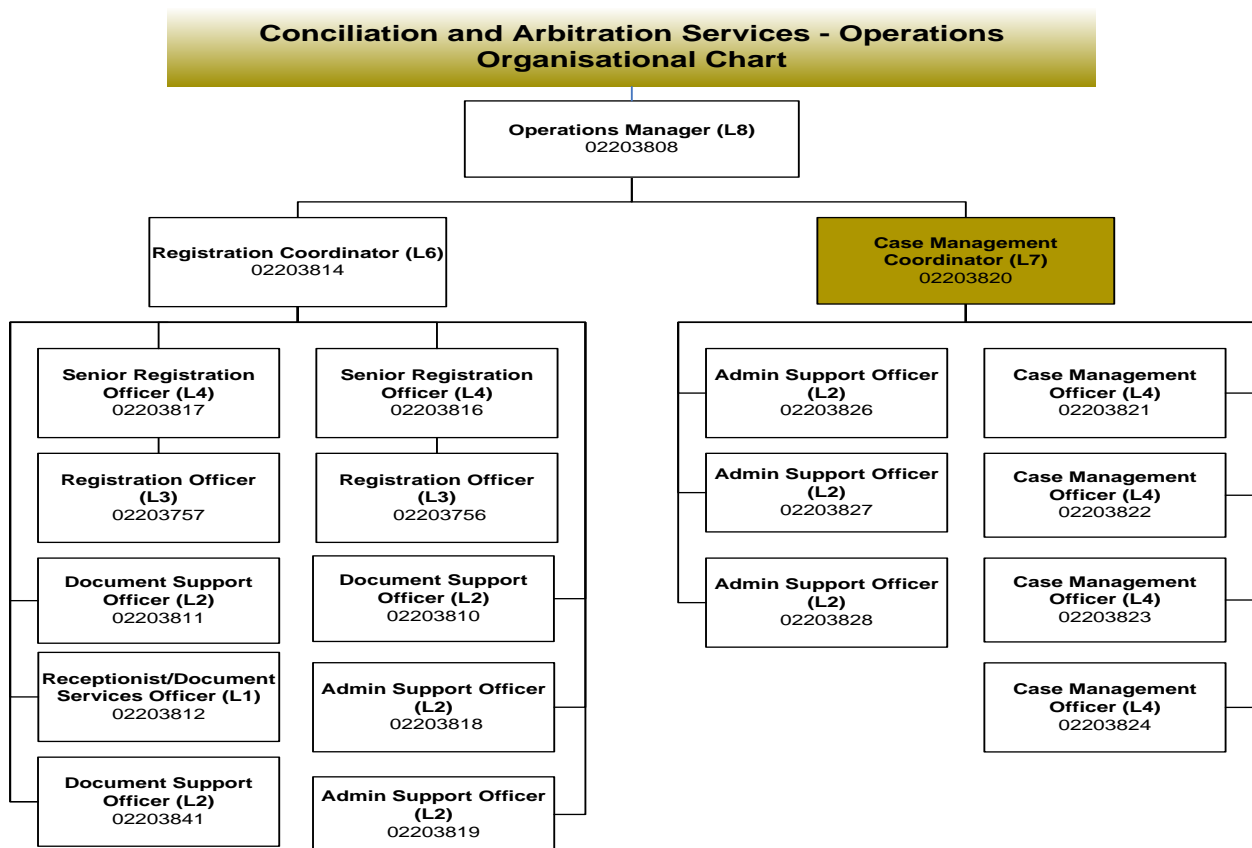
- Participates in the development and achievement of WorkCover WA's business plan, divisional plans, policies, practices and procedures.
- Conducts research and coordinates the completion of special projects to assist the Operations Manager.
- Liaises with Conciliation Officers, Arbitrators and the WorkCover WA Advisory Services Branch in relation to procedural matters.
- Participates in the Performance and Development Agreement System.
- Complies with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, OSH and Records Management.
- Promotes equity and diversity principles and practices in the Branch/Division; and
- Performs other duties as directed.

Personal Characteristics

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



Reporting relationships



Selection criteria

Essential

Leadership Skills

- Ability to lead, manage and motivate a team, particularly in a period of change.
- Proven human, physical, and information technology resource management skills.
- Ability to plan and manage projects in accordance with agreed parameters and timelines.

Analytical Skills

- Ability to interpret and apply legislation
- Well-developed analytical skills and problem solving ability.
- Demonstrated capacity to understand data and to use it to direct operational responses.

Communication, Interpersonal and Negotiation Skills

- Excellent communication, negotiation and interpersonal skills.
- Ability to handle challenging situations involving people.

Change Management



- Ability to develop and implement operational change.

Work Habits

- Appropriate work habits and application including:
 - Demonstrated ability to constructively work as a member of a team.
 - Demonstrated ability to work independently, organise work and meeting targets.

Desirable

- Tertiary qualification in a relevant discipline.
- Knowledge of the *Workers' Compensation and Injury Management Act 1981 (WA)*, as well as knowledge/understanding of trends and developments in the workers' compensation industry

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 23 September 2015.

General Manager

Chief Executive Officer

