



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

JOB DESCRIPTION FORM

REGISTRATION COORDINATOR

LEVEL 6 (02203814)

Key responsibilities

The Registration Coordinator co-ordinates the activities of the Registration team within the Conciliation and Arbitration Services (CAS) including WorkCover WA's reception.

The Registration team provides support to CAS through the effective management of all documents associated with applications for Conciliation or Arbitration and administers statutory processes for agreements made to settle workers' compensation claims.

Additionally the Registration team is responsible for assessing and registering documentation relating to injured workers seeking to access common law damages.

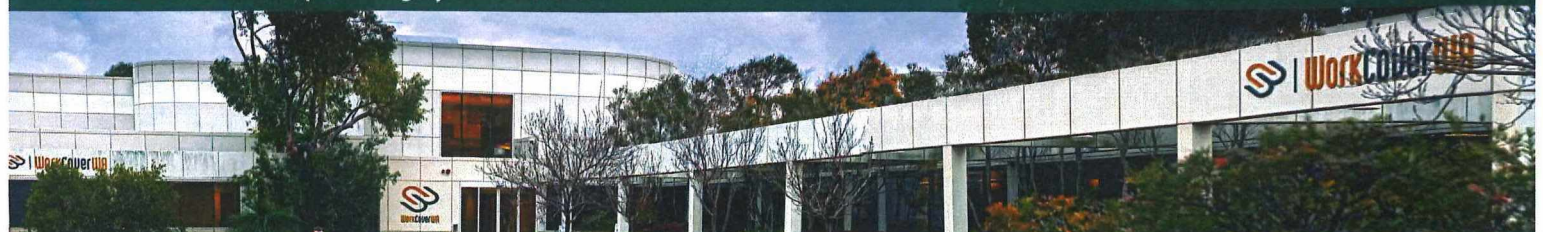
Statement of duties

Leadership

- Manages the resources and activities of the Registration team to ensure that it functions effectively and delivers services in accordance with operational and legislative requirements.
- Participates in the development, implementation and review of Divisional and WorkCover WA initiatives including the Strategic and Business Plans; Conciliation and Arbitration Services' policies, practices and procedures, and project planning initiatives.

Operations

- Advises the Registration team regarding complex issues associated with the relevant legislation and statutory guidelines.
- Exercises authority for operational decision making on behalf of the Director Conciliation and the Registrar Arbitration as directed.
- Compiles monitors and reports statistical data concerning the team's workload and performance.
- Responsible for the dissemination of information and the provision of advice to internal and external clients regarding Registration processes and functions.
- Responsible for provision of advice and assistance to internal and external stakeholders with regards to CAS online services and liaison with WorkCover WA's Information Technology Branch.



Other

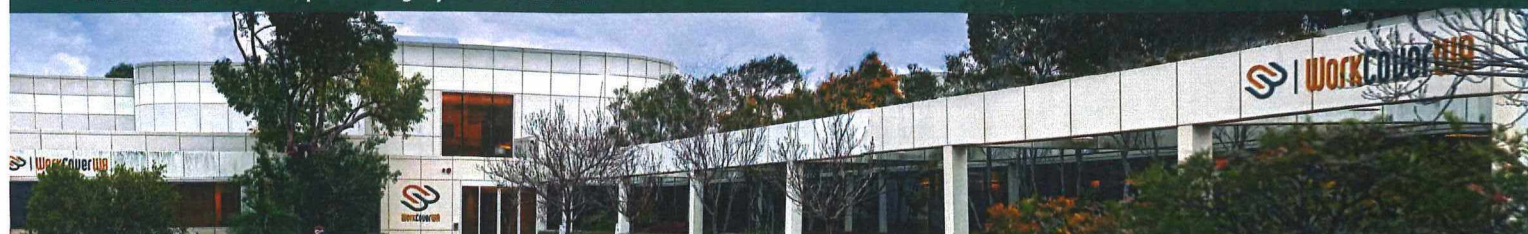
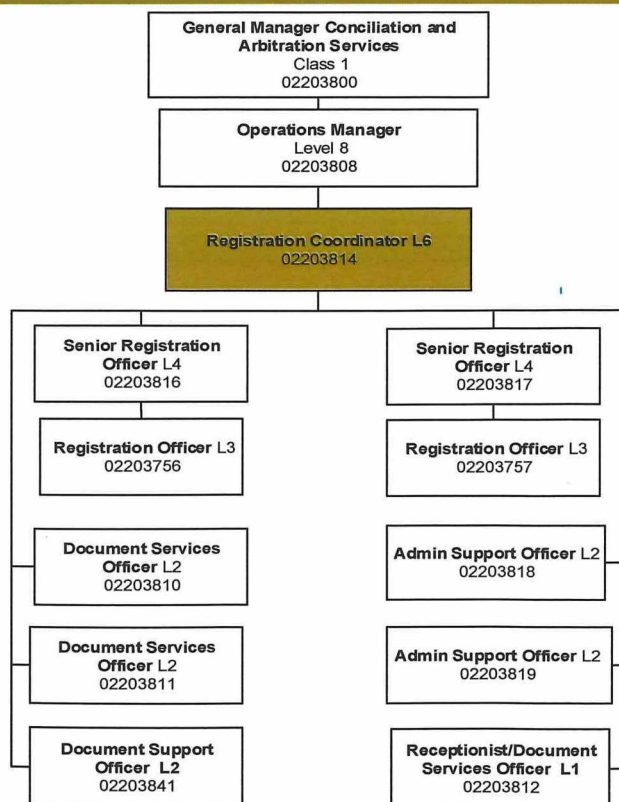
- Participates in the development and achievement of WorkCover WA's business plan, divisional plans, policies, practices and procedures.
- Conducts research and coordinates the completion of special projects to assist the Operations Manager.
- Participates in the Performance Pathway process as part of the Development Hub.
- 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
- Undertakes other duties as required.

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



Selection criteria

Essential

1. Ability to effectively lead a team.
2. Previous experience working with an electronic case management system.
3. Ability to interpret and apply legislation.
4. Excellent customer service and skills communication including the ability to manage and resolve challenging situations and interactions with the public.

Desirable

1. Tertiary qualification in a relevant discipline.
2. Knowledge of the Workers' Compensation and Injury Management Act 1981 (WA).
3. Knowledge/understanding of the workers compensation insurance environment.
4. Previous experience in a dispute resolution setting.

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 29 January 2019.



A/General Manager



A/Chief Executive Officer

