



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

JOB DESCRIPTION FORM

CLAIMS LIAISON OFFICER

LEVEL 5 (02203871)

Key responsibilities

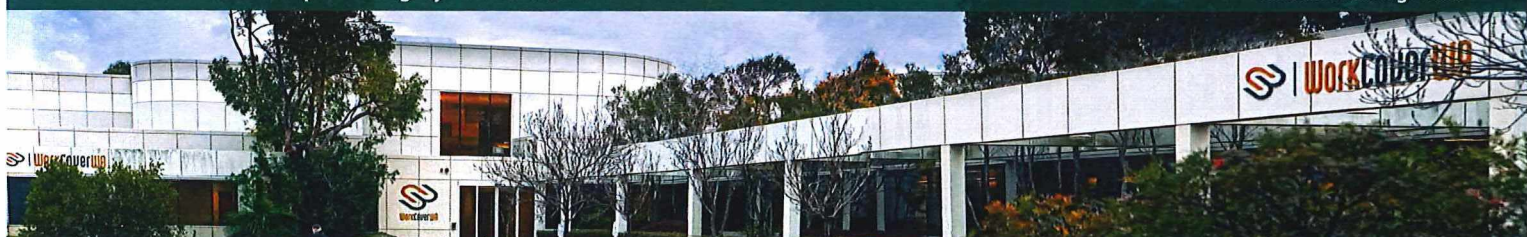
Manages and oversees various types of claims and compliance activities in accordance with the *Workers' Compensation and Injury Management Act 1981* (the Act).

The Claims Liaison Officer is an Inspector for the purposes of section 175 A of the Act.

Statement of duties

Uninsured Claims

- Manage a portfolio of uninsured claims:
 - Receive and respond to enquiries and notifications about uninsured claims.
 - Liaise with the claims manager at the Insurance Commission of Western Australia (ICWA) in accordance with a Memorandum of Understanding.
 - Provide instructions to ICWA regarding the management and direction of each claim.
 - Liaise with the State Solicitor's Office (SSO) about legal aspects of claims.
 - Ensure the quality of claims management by proactive review of claims, including initiating and attending file status meetings with ICWA/SSO.
- Ensure claims made on WorkCover WA's General Account are processed in accordance with the Act.
- Develop and maintain effective partnerships with agency personnel and with ICWA and SSO.
- Provide quarterly (or as required) case status and financial status reports on all open/active claims.
- Attend meetings and hearings in the Conciliation and Arbitration Services on claims.
- Conduct investigations into uninsured claims.
- Participate in quality assurance and continuous improvement activities.



Dependency Claims

- Manage a portfolio of dependency claims:
 - Receive and respond to enquiries and notifications about dependency claims
 - Liaise with WorkSafe in relation to fatality notifications
 - Liaise with insurer claims managers
 - Liaise sensitively with dependents on claim activity
- Develop and maintain effective partnerships with insurers, WorkSafe and agency personnel
- Ensure claims are processed in accordance with the Act

Support Compliance Activities

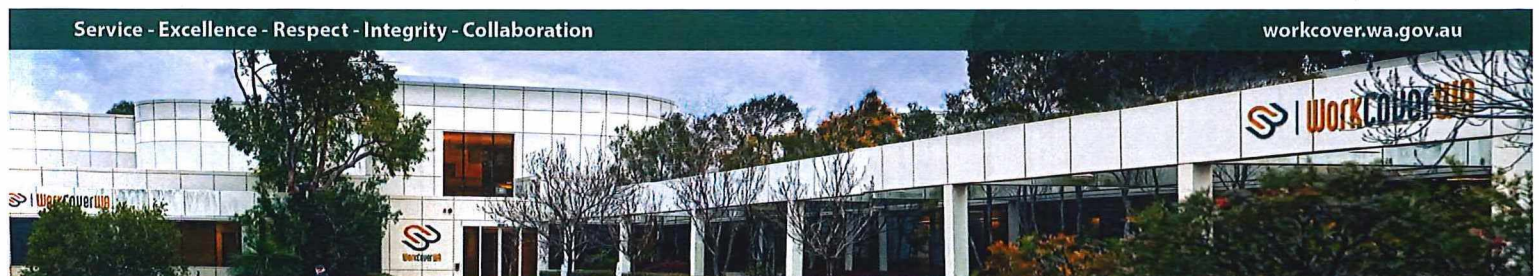
- Conduct enquiries and provide support to Compliance Officers regarding policy cancellations

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.
- Performs other duties as directed.
- Participates in the Performance and Development Agreement system.

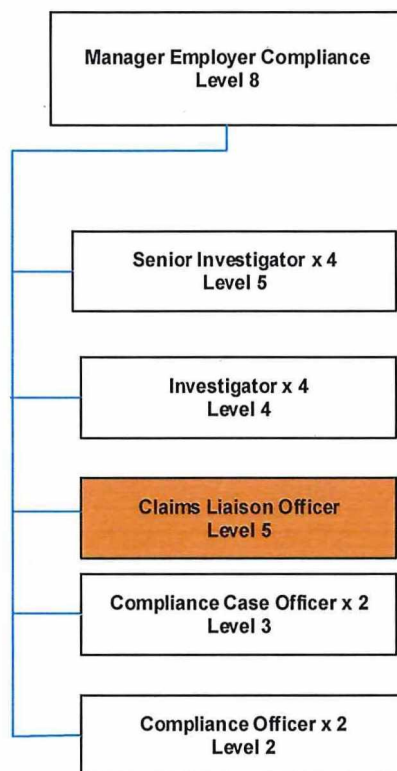
Personal Characteristics

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



Reporting Relationships

Regulatory Services Division Employer Compliance Branch



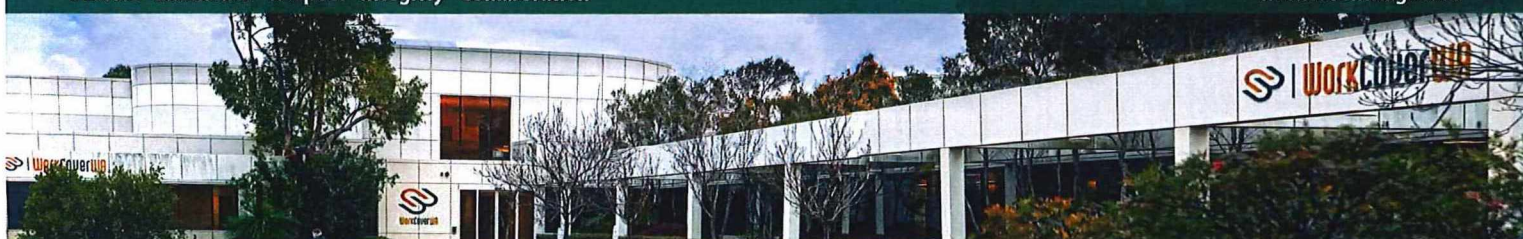
Selection criteria

Essential

1. Ability to effectively case manage, plan, prioritise, organise and complete work within set timeframes.
2. Ability to interpret and apply legislation.
3. Demonstrated ability to analyse and evaluate information to identify innovative and practical solutions to problems.
4. Demonstrated ability to work in partnership with agency and external stakeholders and establish relationships.
5. Demonstrated knowledge and experience in claim management, including sensitive cases.

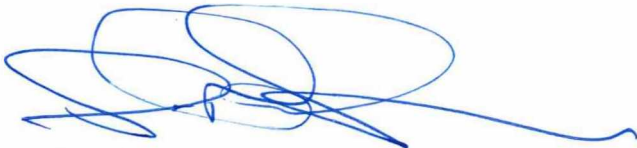
Desirable

- Knowledge and understanding of the workers' compensation system and workers' compensation claims management.
- Demonstrated 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 12 November 2018.



General Manager 23/11/18



A/Chief Executive Officer

