

Application Information Pack

Am I eligible?

You must meet the following minimum conditions to be eligible for appointment:

- Have the right to work in Australia.
- Have a National Police Clearance (which is no more than six months old).
You will be refunded the cost of your National Police Clearance. A criminal record does not automatically exclude you from being employed, and a decision to not employ a person on these grounds is made only after careful consideration of the nature of the offence(s).

Which business area will I work in?

Positions will be available across multiple Divisions such as; Motor Injury Insurance, Government Insurance and Business Services. You can apply for a particular position or opt to be considered for all vacancies that may arise.

Need more information about the roles?

A day in the life of a:

- **Claims Assistant**

Working as part of a claims team, this role is computer based and requires sound administrative and organisational skills, time management and the ability to manage multiple computer programs and tasks.

Aspects of this role include answering incoming telephone calls from injured workers, the client(s), rehabilitation providers, other external providers (GP's, surgeon's rooms, hospitals, plaintiff and defendant lawyers) and managing a portfolio of minor claims. Management of the allocated claims is via a computer based queue (which updates daily with incoming work items to be actioned) and include emails, medical certificates or accounts.

Applicants should also be aware that at times communication with injured claimants may be challenging, particularly if they are tearful, anxious or aggressive. Training and mentoring is provided to our claims staff to assist them in managing these calls, but this role may be better suited to those who can adapt their communication style accordingly. Individuals who enjoy variety in their day-to-day tasks would enjoy the diverse environment in workers' compensation particularly those who are flexible to changing priorities.

- **Crash Investigations Officer**

Crash Investigations Officers are the first contact for people injured in car crash so the ability to provide empathetic, relevant advice to callers is a large part of this role. Crash Investigations Officers also liaise with a number of other stakeholders including providers and external investigators. This role is based in a call centre environment and Crash Investigations are expected to be logged in to take calls whilst also working on their assigned queue. Call volumes and call duration will vary. You would be required to enter motor vehicle crash data (utilising your computer skills) and obtain the investigative information to enable a determination of liability.

Good time management and organisational skills are essential to effectively manage three different computer programs. Work is allocated through a computer based queue environment and from incoming emails from other parties such as; claimants, Police, insurers. The work can be predictive but work items have varying priorities so individuals who can manage high volumes of work items and navigate changing deadlines would be better suited this role. Crash Investigations Officers work to a rotating roster to ensure adequate phone coverage during core business hours of 8am to 5pm.

- **Business Services Officer**

Business Services Officers have three, equally essential functions - Document Capture, Data Capture and Crash Suite.

Those Business Services Officers working within Document Capture are responsible for ensuring that all of correspondence is scanned, indexed and formatted appropriately. Documents are received via post, email, faxes, media files or uploaded from external systems and must be prepared, sorted and scanned into correct indexing profiles. Our Data Capture team enter approximately 7,700 invoices per week. Those in the Crash Suite function establish and update personal injury crashes in our computer system and assist the general public with the Online Crash Reporting Facility when required.

Attention to detail and excellent data entry skills are essential for this role. The tasks are shared and rotated and Business Services Officers are required to work to a roster to ensure coverage of the core business hours (between 8am and 5pm).

- **Insurance Support Claims Officer**

The intent of this role is to progress onto a Claims Officer and/or Crash Investigations Officer position. This role provides general claims and business support across different work areas with occupants rotating between the Government Insurance, Motor Injury Insurance and Business Services Divisions every six to nine months. During each rotation, an Insurance Support Claims Officer assumes the role of a Claims Assistant, Crash Investigations Officer or Business Services Officer (see detailed duties above).

Training and mentoring will be provided to all successful applicants.

How do I apply?

Please only submit a maximum of two documents, a cover letter and a resume.

Applications must be made through the [WA Government Jobs Board](#). Here you will be asked to:

1. Complete the online **Application for Advertised Vacancy**.
2. Provide:
 - One to two page response to the work related requirements based on the Job Description Form;
 - Your resume including details of relevant training, qualifications, professional memberships, and contact details of two references (three pages max.). Please do not attach copies of qualifications, certificates, ID or photos.

How long will it take?

The indicative recruitment timeline is as follows:

Date	Stage
4:00pm (AWST) Monday, 25 November 2019	Applications close.
December 2019	All applicants will be sent an online questionnaire to complete before the panel determines a shortlist for interview. Short-listed candidates contacted for interview.
Mid to late December	Shortlisted candidates attend interview. References contacted.
December 2019/ January 2020	All applicants notified of outcome.
January/February 2020	Successful applicants commence employment.

How should I prepare for the interview?

To prepare for an interview, consider the following:

- Be aware of what the position/s involves. This can be found on the Job Description Form.
- Focus on the job responsibilities and requirements. Think of examples of situations where you have applied the relevant skills and abilities. Many skills are transferable across different disciplines for e.g. research or teamwork.
- Take a copy of your completed application and any questions you may wish to ask the panel. You may refer to these during the interview.

What's the Insurance Commission like?

The Insurance Commission offers very attractive employment conditions, competitive salaries and a wide range of benefits. These include:

- A Level 1 commencement salary range of \$25,869 to \$59,376 per annum and Level 2 commencement salary range of \$61,172 to 66,256 per annum plus 9.5% superannuation contribution.
- A focus on employee development through partially paid memberships to relevant professional associations, attendance at local conferences, seminars and development training, as well as in house development opportunities.
- Flexible working options exist to assist our employees to achieve a work/life balance.
- Salary packaging arrangements which use pre-tax income towards benefits such as superannuation.
- A fully managed on-site fitness centre for use at no cost. The fitness centre incorporates personal fitness assessments, a fully equipped gym with aerobics and circuit classes together with a 28-metre pool and full size tennis court.
- An Employee Assistance Program, a free confidential counselling service for employees and their immediate family members to assist with the resolution of personal and/or work related problems.