



**Insurance Commission
of Western Australia**

Title	Care Services Coordinator	Classification	Level 4/5
Number	Generic	Group	Insurance Operations
Reports to	Principal Care Services Coordinator	Division	Motor Injury Insurance
Supervises	0	Section	CISS

Commission Overview

The Insurance Commission of Western Australia (Insurance Commission) is a Government Trading Enterprise that provides motor injury insurance to Western Australian motorists and manages the self-insurance arrangements of the Western Australian Government through its Government Insurance division. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Divisional Overview

The Motor Injury Insurance Division manages all personal and fatal injury claims resulting from motor vehicle crashes that involve Western Australian licensed vehicles. The key goals of the Division are to ensure the Motor Injury Insurance Funds are fully funded, to provide affordable premiums to owners of Western Australian licensed motor vehicles, and to provide a claims system that treats claimants fairly and delivers equitable outcomes.

Position Overview

Through our case management and integrated approach, the role of a Care Services Coordinator is to collaborate with key stakeholders to determine and implement rehabilitation programs, injury recovery goals, return to work / home arrangements and ongoing support needs. Our goal is to improve the quality of life and independence outcomes for those who have experienced life-changing injuries from a catastrophic accident.

Position Responsibilities

- Assesses, coordinates and monitors the needs of clients including those with diverse care needs within assigned caseload.

- Independently develop and implement goal directed, person centred care plans that provide necessary and reasonable treatment, care and support consistent with CISS legislation, regulations and financial guidelines.
 - Ensure that services coordinated for the delivery of treatment, care and support to participants are effectively case managed and compliant with CISS and CTP legislation, regulations, financial and scheme guidelines.
 - Proactively engage clients, their representatives (family/support network) and treating healthcare providers to develop and maintain collaborative working relationships for the ongoing delivery of services.
 - Demonstrates a focus on the achievement of section, organisational and financial objectives including working productively and taking responsibility for managing own work and delivery of expected outcomes.
 - Under the guidance of the Principal Care Service Coordinator, assess, coordinate and monitor the needs of clients with more complex catastrophic injuries to assist in the development and implementation of goal directed, person centered care plans that provide necessary and reasonable treatment, care and support consistent with CISS and CTP legislation, regulations, scheme and financial guidelines.
 - Refers to the Principal Care Service Coordinator to review complex service provision decisions, and to ensure all care plans provide only necessary and reasonable care and support for the participant.
 - Coordinate case conferences with support as necessary from Principal Care Service Coordinator to ensure consistency in case management / claims management processes.
 - Proactively and professionally collaborate and liaise with Catastrophic Claims Officers in relation to the timely management of claims, vendor invoices and reimbursements for services rendered.
 - Collaborate with CISS scheme registered service providers to ensure they deliver only necessary and reasonable services that meet industry standards in a safe, timely and cost effective manner.
 - Provide information, advice and support to clients and their representative(s) in a timely sensitive and respectful manner.
 - Obtains formal and informal feedback from clients in regard to the services delivered by external providers.
 - Works within an interdisciplinary framework within own professional scope, acknowledging own skills and limitations.
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Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements (Selection Criteria)

In addition to a tertiary qualification in Physiotherapy/Occupational Therapy/ Registered Nurse or similar discipline, and current registration with the relevant professional body, have the capability to:

1. Assess, coordinate and monitor the complex needs of catastrophically injured people.
2. Communicate effectively using a variety of appropriate verbal and written methods to convey empathy with professionalism in a manner appropriate for clients who have suffered catastrophic injuries and their families.

3. Apply effective case management/ coordination strategies for people catastrophically injured.
4. Think flexibly with a desire for ongoing learning and development in line with evidence based practice principles.

Pre-employment requirements

- A satisfactory National Police Clearance and Traffic Infringements Certificate no more than six months old
 - 100 point identify check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
 - A current Working With Children check
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Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2024

Certification

Approved by the delegated authority and registered on:

14 March 2024