

Position Description

Title	Senior Injury Manager	Group	Claims Management
Position No	Various	Team	Injury Management and Return to Work Support
Classification Level	APS6	Reports to	Assistant Director, Injury Management
Refer to the Capability Framework for the Job Function			
Job Family	Science and Health	Job Function	Allied Health Professionals
Team Overview	<p>The Injury Management and Return to Work (RTW) Support team is a multi-disciplinary team responsible for enabling and supporting functions critical to delivering a high performing claims management service. The team monitors and drives the integrity of medical information as it relates to claims received by Comcare. This includes management of Comcare's Clinical Panel, Injury Management team, independent medical examinations, psychological claim practice, and Return to Work Support. The team focus on adopting evidence-based injury management and RTW practice across APS agencies and projects to help improve performance and health and RTW outcomes.</p>		
Position Overview	<p>The Senior Injury Manager is an injury management specialist who, as part of the Injury Management and Return to Work Support Team, helps to manage claims with a focus on providing clinical expertise and use of evidence-based approaches to improve return to work and health outcomes. The Senior Injury Manager position is integrated within the Claims Operations teams, working collaboratively with all stakeholders including Claims Managers, Employees, Employers, Treating Health Practitioners and Workplace Rehabilitation Providers to achieve positive health, recovery and return to work outcomes. This role brings qualifications and experience in health disciplines to the claims approach and, with the Claims team, will be accountable for claim outcomes. The Senior Injury Manager reports to the Assistant Director, Injury Management and may assist with the supervision of other team members.</p>		
Primary Responsibilities	<ol style="list-style-type: none"> 1. Contribute to Comcare's purpose, Corporate Plan and claims management strategy and operating model. 2. As part of a team, deliver injury management services in line with the claims management strategy including the achievement of claims management targets and contributing to successful completion of improvement projects. This includes monitoring claims management activities and compliance with Comcare's rules and objectives. 3. Endorse injury diagnosis, treatment plan and claim decisions and actively contribute to strategies which will enable achievement of claim outcomes. 4. Work across Comcare and our client agencies, to focus on consistent claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts. 5. Act in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements. Coach and develop team members. 6. Connect and integrate injury management with other functions of Comcare and across the APS. 		

Position Description

Qualifications	<p>Mandatory</p> <ul style="list-style-type: none"> ▪ Tertiary qualifications in medical or allied health <p>Highly Desirable</p> <ul style="list-style-type: none"> ▪ Ability to be registered with the relevant medical or allied health professional association. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in an insurance or injury compensation environment is desirable. 		
Location	Canberra or Melbourne		
Security Clearances	Granted, or ability to be granted a security clearance at Baseline level.		
Job Specific Capabilities			
For descriptors and behaviours for the classification please refer to the Integrated Leadership System (ILS) . Detail relevant technical and job specific capabilities from Capability Framework			
1. Demonstrated experience in analysing information (particularly data), risk management and using judgement to inform decisions.			
2. Demonstrated ability to provide leadership to a team through motivating, mentoring and developing employees.			
3. Resilient, responsive and collaborative with a commitment to individual and team outcomes.			
4. Works under limited direction and is guided by policies, accepted standards and precedents.			
5. Strong communication skills with experience in motivational interviewing, supportive communications and negotiating with influence.			
6. Experience working in service delivery operations including in-depth knowledge of relevant statutory, regulatory and policy frameworks to provide objective advice and resolve problems of a specialised or complex nature.			
Delegates Approval			
Reviewed By:	s 47F	Date:	23/03/2023
Approved By:	s 47F	Date:	23/03/2023



Australian Government

Comcare

Position Description

Title	Assistant Director, Claims	Group	Claims Management
Position No		Team	Claims Operations
Classification Level	EL1	Reports to	Director, Claims Operations
Refer to the Capability Framework for the Job Function			
Job Family	Service Delivery	Job Function	Customer Advice and Support
Team Overview	Claims Operations is a large, multi-disciplinary team delivering high performance claims management. The team is made up of Claims Teams and a Practice Support and Account Management Team. The team works closely with the Injury Management Team and Claims Administration and Income Support Team, collaborating to achieve positive outcomes for employees and employers. Each Claims Operations team is assigned Australian Public Service (APS) portfolios, agencies or claim types. The team is accountable for the management of claims within their portfolio; relationship management for the agencies within that portfolio and achieving claim outcomes for that portfolio.		
Position Overview	The Assistant Director, Claims leads a team responsible for the management of workers' compensation claims. Using a risk-based approach, this role will allocate claims management work across the team and drive high performing claims management. The Assistant Director will also manage high risk, complex claims and provide oversight for all other claims managed by team members. Using high level stakeholder management skills, this role collaborates with employees, employers and other relevant stakeholders towards a positive outcome. The Assistant Director, Claims reports to the Director, Claims Operations and may manage team members across multiple sites.		

Primary Responsibilities	<ol style="list-style-type: none"> 1. Contribute to Comcare’s purpose, Corporate Plan and claims management strategy and operating model. 2. Deliver claims management services as part of claims management operations and in line with the claims management strategy and operating model including the achievement of claims management targets and contributing to successful completion of improvement projects. This includes monitoring claims management activities and compliance with Comcare’s rules and objectives. 3. Make decisions on how claims will be managed and be the decision maker for high risk claim decisions. 4. Provide comprehensive and authoritative advice on specialist and very complex issues. 5. Work across Comcare and our client agencies, to focus on the delivery of consistent claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts. 6. Lead and manage a team in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements. Develop and manage the team including working to ensure appropriate resourcing. 7. Connect and integrate claims management with other functions of Comcare and across the APS including leading Comcare’s representation and activities. 8. Accountable for monitoring emerging issues in a field and for identifying impact on agency priorities.
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Position Description

Qualifications	<p>Highly Desirable</p> <ul style="list-style-type: none"> ☐ Tertiary qualifications in a relevant field such as law, health, compensation, business or management. ☐ Experience in an insurance or injury compensation environment. <p>Desirable</p> <ul style="list-style-type: none"> ☐ Experience working in a public sector context
Location	Canberra or Melbourne
Security Clearances	Granted, or ability to be granted a security clearance at Baseline level. In some cases, a higher security clearance level may be required.
Job Specific Capabilities	
<p>For descriptors and behaviours for the classification please refer to the Integrated Leadership System (ILS).</p> <p>Detail relevant technical and job specific capabilities from Capability Framework</p>	

1. Demonstrated strategic thinking skills, risk management skills and judgement to inform decisions in a complex and sensitive service delivery environment.
2. Well-developed leadership skills including the ability to lead teams, be resilient, drive innovation and a culture of collaboration and outcome delivery.
3. Demonstrated analytical skills, particularly in relation to data
4. Highly developed communication skills with experience in motivational interviewing, supportive communications and negotiating with influence.
5. Strong stakeholder engagement and relationship building skills.
6. Demonstrated experience working with legislation in service delivery operations including extensive knowledge of statutory, regulatory and policy frameworks relevant to claims operations.

Delegates Approval

Reviewed By:		Date:	
Approved By:	s 47F	Date:	11 May 2022