# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Comcare Claims Specialist |
| Job Reference | 73363 |
| Tenure | Indefinite  Full-time |
| Salary Range | AU$ $98,735 to AU $106,848 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Melbourne, VIC or Canberra, ACT |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Executive Manager - Health and Wellbeing |
| Client Focus – Internal | 75% |
| Client Focus – External | 25% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Robyn Perkins via email at [Robyn.Perkins@csiro.au](mailto:Robyn.Perkins@csiro.au) |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

### Health, Safety and Environment (HSE) partners with all levels of the organisation coaching and influencing to make HSE personal. The Health and Wellbeing Team delivers expert support, management and advice pertaining to ill or injured employees and endeavours to facilitate and maximise positive outcomes for individuals and the organisation, with a specific focus on preventing and mitigating future physical or psychosocial risks.

The Claims Specialist reports to the Executive Manager – Health and Wellbeing. The role will provide tailored support to define, establish, implement, and maintain an approach to manage CSIRO’s Comcare claims, driving positive outcomes for employees, whilst mitigating the financial, legal, and reputational risks associated with Comcare claims across the organisation.

**Key relationships**

**Internal:**  Manager Health, Injury Management Advisors, Business Unit Leadership Teams, Research Directors, Research Operations Managers, HR Team, HSE Team and CSIRO Legal.

**External:** Comcare, Workplace Rehabilitation Providers.

### Duties and Key Result Areas:

* Proactively support the implementation of CSIRO’s HSE strategic plan through delivery of priority Health and Wellbeing management activities, initiatives, and education, with a focus on organisational consistency.
* Liaise with Comcare to assist in claim determination and tailor advice and reports to allow Comcare to make appropriate determinations, correcting problems that occur promptly and in a constructive manner.
* Use technical expertise to lead claim determination and ongoing claims management to deliver a comprehensive and effective approach to the management of Comcare claims across the entire CSIRO portfolio.
* Display a willingness to influence the decision of line managers by recognising the need for change in initiating innovative solutions/proposals and liaise with and influence others to the development of practices, which support the Business Unit and CSIRO needs.
* Manage and lodge the submission and ongoing management of Comcare claims to ensure that they are completed in a timely manner and in accordance with Comcare legislation, service level agreements and company procedures. Provide timely, accurate and relevant updates to leaders and key stakeholders (HSE and HR) on the progress of Comcare Claims.
* Work collaboratively with the Health & Wellbeing team and other relevant stakeholders (HR, leaders, employees, treating doctors, Comcare and HSE team) using expertise to develop and manage strategies to ensure positive claims outcomes.
* Provide expert advice, coaching and support to leaders and HR pertaining to Comcare claims case management.
* Build, manage and maintain relationships with Comcare, CSIRO Legal, IME’s and WRP’s to ensure effective support is available as required in the management of claims/ claim related issues to enhance service delivery on claims management.
* Work proactively on Comcare and insurance premiums to gain the best outcomes for CSIRO.
* Provide honest views, using influence and judgement in complex situations to advocate in the best interests of all parties to obtain best outcomes.
* Ensure understanding of the CSIRO EBA and other relevant benefits that are available to employees and how they interact with Comcare entitlements.
* Schedule claim reviews with Comcare to ensure estimates are appropriately assigned prior to premium calculations. Investigate and appropriately challenge claim decisions, medical diagnosis, future development of claims as they arise to ensure CSIRO ’s financial liability is protected. Actively lead in annual premium renewals, with support from external and internal partners if required.
* Analyse processes, systems and associating training material for effectiveness and continuous improvement. Ensure strategies, programs and procedures comply with CSIRO policies and principles and legislation.
* Ensure that all HSE Systems and goals are introduced and adhered to while meeting the organisations’ policies and standards for HSE management.
* Develop and proactively contribute in a values-aligned manner to a cohesive, collaborative, innovative HSE team by modelling desired culture and empowering high-level delivery. Endorse HSE culture and lead by example through Values and positive behaviours, acknowledging and promoting key desired behaviours to enable the growth of a high performing, positive and proactive HSE culture across CSIRO.
* Coach and educate the growth and development of our people through knowledge sharing across relevant organisational teams utilising best practice and communities of practice to enhance the overall HSE performance.
* Communicate openly, effectively, and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct and values, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Required Competencies:**

1. **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
2. **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
3. **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
6. **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

#### Essential

1. At least 5 years relevant experience in a similar role in claims, Return to Work (RTW) and HSE management within large or complex organisations, including a minimum of 3 years demonstrated Comcare claims experience. Comprehensive knowledge of the Safety, Rehabilitation and Compensation Act (1988) and understanding of other HSE legislation, Industrial law, codes of practice and standards.
2. Demonstrated experience in influencing and effecting impactful outcomes on Comcare claims and HSE changes in team culture in alignment with the strategic direction of the organisation.
3. A proven ability to coach and build as the trusted advisor to leaders by influencing a positive culture where injury and claims management together with HSE is considered ensuring alignment between client needs and CSIRO’s objectives.
4. Demonstrated experience establishing and maintaining strong interpersonal relationships in a mentoring capacity using strong interpersonal skills, and a track work history of demonstrated professional and respectful behaviours and attitudes in a collaborative environment.
5. Track record in enabling positive organisational change, by adapting strategies, goals, and priorities, and driving culture change in health and safety.
6. Ability to Influence teams and internal and external stakeholders on contentious HSE matters to provide a seamless organisational approach to the delivery of the HSE strategic plan.
7. A record of innovation and creativity in claims management and HSE, plus the ability and willingness to incorporate and/or promote the inclusion of novel ideas and approaches into the organisation.
8. A strong working history of understanding goals and targets, taking accountability, driving outcomes, delivering on commitments, and producing results.

## **Desirable:**

1. Qualifications in risk or the insurance fields is preferred but not essential.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

**About CSIRO*:***

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted