WORKCOVER SUPPORT OFFICER

DEPARTMENT/UNIT        Monash HR
FACULTY/DIVISION       Chief Operating Officer
CLASSIFICATION        HEW Level 5
WORK LOCATION         211 Wellington road, Mulgrave

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

This position is located within Monash HR. We facilitate staff engagement and organisational performance by providing workforce management expertise and Human Resources (HR) services and solutions.

The WorkCover Support Officer works within Employee Assistance, Workplace Relations and Policy. The Employee Assistance Section is accountable for the strategic, operational and financial management of WorkCover, Return to Work, Early Intervention and the Employee Assistance Program.

POSITION PURPOSE

The WorkCover Support Officer provides support to the Manager Employee Assistance with workers compensation and early intervention administrative and financial transaction activities.

Reporting Line: The position reports to the Manager, Employee Assistance under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Maintain accurate and retrievable WorkCover claims data for payroll, HR systems and reporting purposes
2. Calculate WorkCover payments, in accordance with Victorian legislation and Monash policy and arrange reimbursement from the University’s insurer
3. Record and reconcile claims and financial records and arrange reimbursements and payments in a timely and accurate manner
4. Assist with ad hoc confidential investigations and queries, including highly sensitive cases, from claimants and the WorkCover Insurer
5. Maintain documents and files relating to accounts processing and liability thresholds
6. Liaise with external medical providers and internal finance officers regarding WorkCover payments and reimbursements
7. Continuous improvement of processes associated with accounts and general journal activities
8. Provide general and specialist administrative support under the direction of the Manager Employee Assistance to enhance the delivery of professional client service in a sensitive and confidential work area

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Strong interpersonal skills, including the ability to communicate effectively in sensitive and confidential situations at all levels and across diverse groups
3. Sound numeracy and computer skills, including Word, Excel and human resource information systems and in the use of web technology
4. Ability to complete a high volume of work whilst maintaining attention to detail and accuracy
5. Ability to work as an effective member of a team as well as the ability to exercise independence and sound judgement skills to deal with sensitive matters
6. Demonstrated high level organisational skills, including the ability to coordinate a wide range of tasks, manage time effectively, set priorities, and work to timelines under limited direction
7. A strong commitment to excellence in customer service and a hands-on approach to service provision
8. Highly developed computer literacy, including experience using Human Resources Information Systems

**OTHER JOB RELATED INFORMATION**

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.