POSITION DESCRIPTION

Position Title: Case Manager
Organisation Unit: Health, Safety and Wellness
Position Number: 3041665
Type of Employment: Fixed Term
Classification: HEW Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and
biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11 billion+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Case Manager works as one of three team members within the Work Injury Management Unit (WIM). WIM is a unit within the Health, Safety and Wellness (HSW) Division. The University is a licensed Self Insurer for its workers’ compensation risk. Staff of the Health, Safety and Wellness Division function within a multidisciplinary team environment.

The goal of the Health, Safety and Wellness Division is to promote the highest practicable standard of occupational health, safety and wellness within the University of Queensland, drive a positive HSW culture and facilitate compliance with legislation and national standards. The HSW Division is a central operational work unit of the University, and works closely with a network of work health and safety managers and co-ordinators across the Faculties, Schools and Institutes of the University.

Other team members within the HSW Division include generalist HSW practitioners, biosafety advisors, ergonomists, an occupational health nurse, diving and boating advisor, radiation safety specialist and administrative support staff. The UQ Wellness program also operates from the Health, Safety and Wellness Division. Within the Work Injury Management team specifically, there is a Manager and part time Assistant Case Manager as workers’ compensation specialists.

The Case Manager’s role will be to ensure the provision of the highest quality claims management services to all University staff that are eligible for workers’ compensation in accordance with workers’ compensation best practice and legislative requirements.

The personal qualities of the person employed in the Work Injury Management Unit should have the following:

- A demonstrated ability to be able to work independently, enthusiastically and with initiative
- A demonstrated ability to communicate effectively, in both written and oral forms.
- A demonstrated reliability to meet deadlines and be effective in achieving results
- Possess integrity, tact and discretion
- A demonstrated willingness to participate in further professional development
- A positive, constructive and consultative approach to working in a team.
- Ability to apply professional judgement and discretion across particular sets of rules or regulations to make effective decisions.
- Meticulous attention to detail.
Information about the Health, Safety and Wellness Division and Work Injury Management may be accessed on the Division's web site at http://www.uq.edu.au/ohs/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

Investigate, determine and manage workers’ compensation claims in accordance with the existing WIM policies and procedures, legislative requirements and Queensland Regulator Performance Standards and Benchmarks.

Duties

Duties and responsibilities include, but are not limited to:

- Investigate, determine and manage claims in accordance with the existing WIM policies and procedures, legislative requirements and Regulator Performance Standards and Benchmarks.
- Assist in the timely and appropriate lodgment of claim documentation.
- Refer significant cases of lump sum, rejections, cessations and/or common law claims to the WIM Manager for review and authorization.
- Provide timely, well-researched and contextualized written and verbal advice on workers’ compensation issues, policy and procedure matters to the Manager (WIM).
- Coordinate and draft correspondence, medico-legal reports, submissions and reasons for decision as applicable on all cases including rejection and cessation matters.
- Contribute to the development and evaluation of policy and strategy with the WIM Manager and Managers in HSW by researching and analyzing contemporaneous issues.
- Ensure early and timely referral for rehabilitation and return to work strategy and associated action.
- Facilitate the injured worker's return to work in conjunction with all parties involved in the work rehabilitation process.
- Effective liaison and advice to treating medical practitioners, medical specialists and rehabilitation providers.
- Make appropriate referrals to external service providers such as rehabilitation providers and investigators, and monitor service provision and associated outcomes.
- Liaise with the Assistant Case Manager regarding claims status, payments processing and data entry.
- Maintain regular and effective communication with all involved in the claims management process including the injured worker, supervisor, providers and other stakeholders ensuring seamless coordination to achieve best possible outcomes.
- Participate in file reviews and ensure that items for action are completed quickly and efficiently.
- Monitor claim durations closely to ensure appropriate action and efficiencies.
- Liaise with lawyers (in consultation with the WIM Manager) as appropriate.
• Minimize the cost impact of common law claims through effective coordination of statutory claims management.

Other

• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct
  o requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Manager, Work Injury Management in the Health, Safety and Wellness Division.
SELECTION CRITERIA

- Undergraduate qualifications in business or the health sciences with at least four years subsequent relevant experience or; a combination of relevant experience and/or education/training.
- Queensland regulator accreditation in statutory claims management and accreditation in damages claims management.
- A sound knowledge of the principles and legislation related to workers’ compensation and rehabilitation in relation to sound claims management and cost reduction processes.
- Demonstrated capacity to analyse policy and procedures and provide accurate and comprehensive responses.
- Sound interpersonal skills and consultative skills, and experience in managing conflict in a way that reduces damage to the claims management process and the organisation.
- Demonstrated experience in developing complex reports detailing analysis of legislation, case law, and workers’ compensation trends and resultant recommendations for the University’s workers’ compensation management.
- An ability to develop and present effective information sharing programs on workers compensation claim requirements

Desirable

- Ideally, at least 5 years practical experience in workers compensation claims management.
- Previous experience in a self-insured organization would be highly regarded.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.