



## Position Description

Title:	Technical Lead, Self-insured Performance & Assurance	Grade: Senior Officer
Reports to:	Leader Self-Insured Services	Number of Direct Reports: Nil

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

### Why is this role important to ReturnToWorkSA

The role is critical in ensuring the effective regulatory and performance oversight of self-insurers, through the provision of expert technical advice, measurement and analysis of the performance of self-insured employers, to identify trends, manage risks and compare performance to assist the Leader, Self-insured Services to provide an effective regulatory framework for the Self-Insured program.

### Key Result Areas (KRA)

Key Result Areas	Impact
1. Lead and manage the movement of employer registrations and their liabilities for self-insurance: <ul style="list-style-type: none"> <li>▪ Provide expert technical advice and guidance to employers and team on employer obligations under the Act and liability transfer</li> <li>▪ Plan, schedule and action the technical components of the new applicant process, registration amendments, and self-insurance exits</li> <li>▪ Collaborate and manage internal and external stakeholders (employers, brokers, actuaries and agents) to ensure the movement of employers in and out of self-insurance have a minimal disruption to workers</li> <li>▪ Transition registrations and claims in Curam, RegWorks and Tableau</li> </ul>	<i>Desirability</i> <ul style="list-style-type: none"> <li>▪ Regulator is seen as balanced and fair with no bias for or against self-insurance</li> </ul>
	<i>Affordability</i> <ul style="list-style-type: none"> <li>▪ Self-insurers are held to account for their obligations and financial risk is well controlled</li> </ul>
	<i>Durability</i> <ul style="list-style-type: none"> <li>▪ Processes are transparent and effective</li> <li>▪ Working relationships with self-insurers and stakeholders are positive and effective</li> </ul>
2. Provide technical expertise and support effective processes and controls to drive innovation and improvement for regulatory activities: <ul style="list-style-type: none"> <li>▪ Support Leader, Self-Insured</li> </ul>	<i>Desirability</i> <ul style="list-style-type: none"> <li>• Decisions relating to applications or renewal of self-insurance are based on sound and skilled analysis</li> <li>• Insurers find it easy to deal with the regulator</li> </ul>

<p>Services to ensure processes and controls are maintained and adequate</p> <ul style="list-style-type: none"> <li>▪ Lead the Self-Insured Services education strategy</li> <li>▪ Identify and work with the team to build consistency in process, experience and outcomes for Self Insured employers</li> <li>▪ Lead improvement projects using Lean Six Sigma methodology to continuously improve processes and controls</li> <li>▪ Manage incoming enquires relating to technical Self-Insurance matters</li> <li>▪ Oversight of self-insurer’s actuarial reports and financial security requirements</li> <li>▪ Contribute to the review of the annual self-insured fee</li> <li>▪ Contribute to the quality of online self-insured content</li> </ul>	<ul style="list-style-type: none"> <li>• Self-Insured Employers receive consistency in approach and services</li> </ul> <p><i>Affordability</i></p> <ul style="list-style-type: none"> <li>▪ Financial risks of self-insurance are well understood and controlled</li> <li>▪ Regulatory overheads are minimised while still maintaining effective controls over financial risk</li> </ul> <p><i>Durability</i></p> <ul style="list-style-type: none"> <li>▪ Processes and programs are continuously improved. A continuous improvement mindset is embedded in the team.</li> </ul>
<p>3. Support the Leader Self-Insured Services to oversee the regulatory program for Crown Self-Insured employers:</p> <ul style="list-style-type: none"> <li>▪ Undertake environmental scanning and risk assessments to inform the crown audit program schedule</li> <li>▪ Partner with OCPSE to communicate improvement opportunities and develop programs to support improved performance for Crown agencies</li> <li>▪ Take a lead role in delivering the Crown regulatory framework</li> <li>▪ Monitor the Crown Verified Self-Assessment and Risk Based assessment processes for Work Health &amp; Safety</li> <li>▪ Help develop reports for ReturnToWorkSA executive and Cabinet on audit outcomes</li> </ul>	<p><i>Desirability</i></p> <ul style="list-style-type: none"> <li>▪ Regulator is seen as balanced and fair with no bias</li> </ul> <p><i>Affordability</i></p> <ul style="list-style-type: none"> <li>▪ The registered insurer complies with the RTW Act and operates in a “fair, effective and efficient manner” (s12(a) of RTW Corporation Act)</li> </ul> <p><i>Durability</i></p> <ul style="list-style-type: none"> <li>▪ Registered insurer performance consistently maintained and improved</li> </ul>
<p>4. Work with the Leader, Self-Insured Services to measure and analyse the performance of the registered and self-insured parts of the Scheme to support</p>	<p><i>Desirability</i></p> <ul style="list-style-type: none"> <li>▪ Opportunities for learning or performance improvement in any part of the Scheme are quickly identified and leveraged</li> </ul>

<p>the identification of trends and management of risks</p> <ul style="list-style-type: none"> <li>▪ Ensure data integrity and consistency of data for comparison purposes across the entire Scheme</li> <li>▪ Report against legislative requirements</li> <li>▪ Provide reporting to the Executive, Board, Minister and Scheme stakeholders</li> <li>▪ Work with the Leader Self-Insured Services to evaluate self-insured and registered insurer performance</li> <li>▪ Proactively identify and analyse trends and differences in performance across registered and self-insurers</li> </ul>	<p><i>Affordability</i></p> <ul style="list-style-type: none"> <li>▪ Assurance is provided that all insurers are complying with their legislative obligations and performing effectively.</li> </ul>
	<p><i>Durability</i></p> <ul style="list-style-type: none"> <li>▪ Performance of all insurers in the Scheme is well understood and communicated to Scheme stakeholders</li> <li>▪ A learning culture is developed across the Scheme to encourage insurers to share and learn from each other's experiences and performance</li> </ul>

<b>Person Specification:</b>	
<b>Capability required in role</b>	<b>Demonstrated by - Skills, knowledge, experience and qualifications</b>
Support Self-Insured Services activities	<ul style="list-style-type: none"> <li>▪ Experience with and understanding of both self-insurance and premium-paying insurance, preferably in a South Australian context.</li> <li>▪ Excellent knowledge of RTW Act and its application to premium calculation, claims management, and self-insurance</li> </ul>
Excellent understanding of regulation	<ul style="list-style-type: none"> <li>▪ Can explain what it means to be a regulator and develop policies and procedures to support the agreed style and philosophy of regulation in RTWSA</li> </ul>
Measure performance and identify and analyse trends	<ul style="list-style-type: none"> <li>▪ Strong capability in understanding and analysing data, especially ability to use data to inform high level strategic reporting and analysis.</li> </ul>
Continuous improvement focus	<ul style="list-style-type: none"> <li>▪ Capable of driving continuous improvement in processes to minimise bureaucracy and maximise transparency while maintaining effective controls over financial risk.</li> <li>▪ Able to identify opportunities for process improvement and work effectively with internal and external stakeholders collaboratively to realise these.</li> <li>▪ Experience with lean six sigma preferred</li> </ul>
Build Scheme reputation	<ul style="list-style-type: none"> <li>▪ Ability to design programs and processes that transparently maintain a balanced regulatory approach, with no perception of bias toward either self-insurance or premium-paying insurance.</li> <li>▪ Able to liaise effectively with employer associations (including SISA) and unions</li> </ul>

<b>Person Specification:</b>	
<b>Credible and influential</b>	<ul style="list-style-type: none"> <li>▪ Excellent interpersonal skills including influencing, negotiation, consultation and people management</li> <li>▪ Ability to cultivate productive working relationships (internal and external)</li> <li>▪ Proven ability to develop and communicate compelling and influential business cases, reports, papers and presentations</li> <li>▪ Evidence of diplomacy, strong emotional intelligence and good judgement</li> <li>▪ Evidence of applied business, commercial and political acumen</li> <li>▪ Ability to analyse and interpret data, diagnose issues and report on trends</li> </ul>
<b>Individual Competencies Required</b>	
Displays Personal Leadership	The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives
Apply Professional Judgement	I will draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.
Seek Continuous Improvement	I will be open to new ideas to apply methods that result in efficiency, process and product improvement.
Lead Change	Design, communicate and embed holistic change plans that enable the organisation to transition to new ways

Notwithstanding the above, other duties as required.

<b>Special requirements/Conditions</b>
Nil

## **Technical Specialist Competencies**

### **Apply Professional Judgement**

*I will draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.*

- Makes fair, consistent and appropriate decisions in line with the organisation's Vision and beyond the teams and individual needs.
- Makes decisions that have an impact on the entire directorate or business.
- Appropriately balances risk and return
- Makes difficult, unpopular or sensitive decisions when required.
- Makes high impact decisions lacking precedents.
- Makes decisions in an appropriate timeframe to allow for effective implementation.
- Makes decisions based on organisation first, directorate and team third.
- Manages or participates in strategic or cross disciplinary projects.
- Makes decisions about strategic business issues.
- Researches information about and gains understanding of other areas of the organisation, and the impacts differences may have on decision making processes.

### **Seek Continuous Improvement**

*I will be open to new ideas to apply methods that result in efficiency, process and product improvement.*

- Identifies opportunities to initiate improvements.
- Provides feedback on quality and efficiency of work, standardising across team where appropriate.
- Monitors and evaluates processes and/or tasks for improvement opportunities.

- Seeks feedback on the quality and efficiency of work.
- Encourages individuals to identify continuous improvement initiatives.
- Initiates and manages continuous improvement initiatives and takes responsibility to correct business wide quality problems.
- Challenges and/or reflects on reasoning behind ideas and proposals.

### **Lead Change**

*Design, communicate and embed holistic change plans that enable the organisation to transition to new ways*

- Leads, plans and champions organisational change activities in a holistic way (people, process and technology are considered together)
- Builds acceptance to change by communicating the need and rationale for the change.
- Carries out all change tasks using a planned and structured approach.
- Takes steps to remove the resistance and obstacles where possible.
- Helps team members understand and adapt to change.
- Assesses and understands the impact of change on the team and mitigates risks.
- Understands how each person is going with the change.
- Supports change leaders in generating commitment to the organisation's purpose and vision for change.
- Remains open to ideas.
- Involved on a project steering committee outside own area.
- Runs small projects that affect people.

