



Position Description

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

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

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

| Person Specification: | |
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| Capability required in role | Demonstrated by - Skills, knowledge, experience and qualifications |
| Support Self-Insured Services activities | <ul style="list-style-type: none"> ▪ Experience with and understanding of both self-insurance and premium-paying insurance, preferably in a South Australian context. ▪ Excellent knowledge of RTW Act and its application to premium calculation, claims management, and self-insurance |
| Excellent understanding of regulation | <ul style="list-style-type: none"> ▪ 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 |
| Measure performance and identify and analyse trends | <ul style="list-style-type: none"> ▪ Strong capability in understanding and analysing data, especially ability to use data to inform high level strategic reporting and analysis. |
| Continuous improvement focus | <ul style="list-style-type: none"> ▪ Capable of driving continuous improvement in processes to minimise bureaucracy and maximise transparency while maintaining effective controls over financial risk. ▪ Able to identify opportunities for process improvement and work effectively with internal and external stakeholders collaboratively to realise these. ▪ Experience with lean six sigma preferred |
| Build Scheme reputation | <ul style="list-style-type: none"> ▪ 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. ▪ Able to liaise effectively with employer associations (including SISA) and unions |

| Person Specification: | |
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| Credible and influential | <ul style="list-style-type: none"> ▪ Excellent interpersonal skills including influencing, negotiation, consultation and people management ▪ Ability to cultivate productive working relationships (internal and external) ▪ Proven ability to develop and communicate compelling and influential business cases, reports, papers and presentations ▪ Evidence of diplomacy, strong emotional intelligence and good judgement ▪ Evidence of applied business, commercial and political acumen ▪ Ability to analyse and interpret data, diagnose issues and report on trends |
| Individual Competencies Required | |
| 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.

| Special requirements/Conditions |
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| 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.

