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| **TITLE** | Evaluator |
| **BUSINESS GROUP** | Regulation |
| **REPORTS TO** | Leader Self-Insured Services |
| **GRADE** | Grade 5 |
| **ORGANISATION CONTEXT** | |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work. | |
| **OUR VALUES** | |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. | |
| **PRIMARY OBJECTIVE** | |
| To ensure employers meet the legislative requirements and exercise delegated powers and discretions appropriately to maintain the level of performance expected as a self-insured employer. | |
| **KEY ACCOUNTABILITIES** | |
| **Key accountabilities** | **Activities and outcomes sought** |
| **As a Team Member at ReturntoWorkSA** | As a team member you will:   * Contribute to a team culture of care, professional excellence and accountability with a willingness to focus on achieving excellent customer outcomes. * Collaborate across the team to identify process improvement initiatives and efficiencies. * Constantly look to leverage team members strengths * In all interactions, be a genuine ambassador of our values. |
| **Ensure legislative requirements** | * Provide advice and support to applicants and potential applicants for self-insurance to ensure they understand and can meet the legislative requirements, to ensure:   + potential self-insurers are well-informed about Scheme options and can make sound decisions   + employers and ReturnToWorkSA do not waste time on unsuitable applications   + applications for self-insurance are only received from employers with the capability and commitment to perform well as self-insurers |
| **Evaluate self-insurer performance** | * Evaluate existing self-insurers against legislation and prescribed standards and make recommendations relating to renewal of registration (including registration period, termination or application of terms and conditions), ensuring that:   + performance is evaluated objectively and transparently in a way that is not onerous for the self-insurer   + the financial risk associated with self-insurer performance is understood, measured and monitored   + overall self-insurer performance is maintained at a high standard and that poor performers have appropriate sanctions applied and are supported to improve |
| **Drive continuous improvement** | * Drive improvement in self-insurer performance through a range of ongoing interactions and support activities to ensure that:   + self-insurers perceive ReturnToWorkSA as collaborative and helpful   + improved self-insurer performance reduces Scheme risk   + continuous improvement in self-insurer performance reduces Scheme risk and enhances Scheme reputation |
| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** |
| **Knowledge and Experience** | * Excellent knowledge of injury management and work health and safety:   + Significant, well-developed skills and experience as an auditor or practitioner in injury management and/or work health and safety   + Knowledge of the *Return to Work Act* (preferable)   + Experience with self-insurance (desirable) * Knowledge of audit principles, and the ability to scope and carry out audits autonomously:   + Demonstrated knowledge of audit tools and methodologies, and the ability to independently apply these   + Relevant audit qualifications * Excellent communication and relationship skills:   + Demonstrated ability to communicate effectively with a wide range of people and produce high quality and concise written reports   + Ability to build and maintain effective long term client relationships while retaining independence and professionalism * Work autonomously and manage time effectively:   + Ability to manage time and workload effectively and autonomously, with high percentage of time being spent outside the office   + Be an effective user of technology |
| **COMPETENCIES** | **Demonstrated by** |
| **Deliver Great Service** | I will work from a customer perspective to deliver a positive customer experience; focusing on customers’ needs to drive the solution. |
| **Build Effective Relationships** | I will take responsibility for the way I interact with others to achieve team goals, encourage diversity and respect the unique contribution of each individual. |
| **Understand the Business** | I will possess and use expertise and knowledge of the organisation, markets and customers to identify opportunities, risks and returns. |
| **Communicate Influentially** | While considering others’ perspectives, positively influence others’ understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes. |

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| **DECISION MAKING REQUIRED FOR THIS ROLE** |
| ***Independently***   * *Forward plans and develops own schedule to complete the significant and diverse level of regulatory activities on time and to a high standard.* * *Determines whether the level of evidence is sufficient to highlight exceptions with the standards.* * *Provision of advice and communicates the organisation’s position in relation to direct queries from employers and workers.* * *Influences legislative compliance for self-insured employers.* * *Escalates Scheme and individual self-insured employer risks to the Leader Self- Insured Services.*   ***With input***   * *Consultation with the Leader Self-Insured Services to discuss potential observations or non-conformances with the standards.*   ***Recommends***   * *Provides recommendations to the Leader Self-Insured Services in relation to outcomes of evaluation, including observations or non-conformances with the standards.* * *Provides recommendations for approval by the Chief Executive Officer in relation to terms and conditions of registration and remediation activities for self-insured employers.*   ***Guidance***   * *All major decisions around compliance with standards or registration terms and conditions.* |

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| **KEY COMMUNICATIONS** |
| ***Internal***   * **Self-insured team, Regulation business group, Executive and Senior Leaders** |
| ***External***   * **Self-insured employers and workers** * **Unions and industrial associations** |

| **SPECIAL REQUIREMENTS / CONDITIONS** |
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| * Frequent travel to different employment locations to meet with employers in portfolio (including to regions) * Current driver’s licence is essential * Based on assessment of risk the occupant of this position may be required to maintain certain vaccinations (as relevant) and provide evidence |

