

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Injury Management Advisor (Payroll)
Position Number	005342
Business Unit	Wellbeing Support
Branch / Section	IMAS
Location	South
Immediate Supervisor	Manager, IMAS
Award	Tasmanian State Service Award
Employment Conditions	Full time - Permanent
Classification	Band 4

Focus:

The objective of this position is to effectively and accurately calculate and process workers compensation pay entitlements for employees (including volunteers) across the Department.

Primary Duties:

- Undertake the accurate, efficient and effective processing of transactions and reimbursements relating to payroll, specifically relating to workers compensation and leave in accordance with award, legislative and departmental or State Service policies and procedures.
- Accurately interpret, apply and communicate workers compensation legislation, award provisions, legislative and government/departmental policies and procedures.
- Prepare and interpret reports to determine appropriate rates of pay under workers compensation and undertake reconciliations and audits as required.
- Investigate and respond to management and employee enquiries related to workers compensation payments, prepare reports and provide appropriate information and advice orally and/or in writing. Provide authoritative and timely advice/reports to senior management.

- Ensure a high level of attention to detail and accuracy of processed data ensuring compliance with instructions, awards, enterprise agreements and legislation.
- Provide advice and support for the management of workers compensation claims, non-compensable injury/illnesses and return to work of ill or injured workers, through close liaison with key stakeholders, including insurance companies, ill or injured workers, medical practitioners, injury management coordinators, managers and supervisors
- Assist with maintenance and management of relevant information systems, including electronic and paper-based mail systems.
- Prepare and distribute claim documentation, including Notices of Right and claim forms.

Scope of Work:

Responsible for ensuring the application of appropriate policies, standards and practices in a complex environment. May assist a supervisor to ensure less qualified or experienced staff receive instruction, guidance and performance feedback.

Direction and Supervision:

The occupant is required to work with limited supervision based on established legislation/policy/guidelines, however, direction is provided by the Manager IMAS.

Selection Criteria:

1. Demonstrated knowledge, understanding and experience of the Tasmanian workers compensation environment or the ability to quickly acquire this knowledge.
2. Knowledge and understanding of payroll processing with demonstrated experience in using electronic payroll systems (particularly Empower) and proficiency in word processing, spreadsheets and database software packages.
3. Ability to interpret, apply and work within legislative and policy frameworks and the ability to use research and analytical skills to identify issues and make sound and appropriate recommendations.
4. High level written, oral and interpersonal skills, with the ability to liaise and negotiate effectively with a wide range of stakeholders
5. Well-developed interpersonal skills with a proven ability to liaise effectively with a wide range of internal and external stakeholders, along with the ability to work as part of a team.

6. Ability to work either individually or as a member of a team and to manage own performance. The ability to be adaptable and flexible and to plan, organise and ensure accuracy of work produced in an environment subject to work pressures, competing priorities, ambiguity and change.

Qualifications and Experience:

Desirable: Knowledge and expertise consistent with qualifications recognised at Diploma and Advanced Diploma or equivalent level.

Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the State Service Act 2000. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how

these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

Amardeep Ghuman

Manager, Partnering and Employment Services

People and Culture

Date: 29 August 2024
