

## **Customer Advisor** (Case Manager – Workers Compensation)

**Division:** Customer Experience (Group Professional Services, Logistics and Supply Services or Trade Services)

**Remuneration:** Grade 3

**Reports to:** Customer Experience Manager

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### **Job purpose**

Manage an industry specific portfolio of customers by developing strong and effective relationships, enhance communication with customers, identify trends and deliver effective case management services to maximise customer and stakeholder engagement and durable return to work outcomes.

### **Key accountabilities**

- Proactively develop strong working relationships with customers and develop a partnership approach with all stakeholders to ensure durable return to work outcomes
- Be accountable for claims costs, durations and claim outcomes
- Undertake quality injury management techniques, in particular ensuring suitable duties plans are proactively in place and being monitored, accurately record information and conduct on-site customer visits where appropriate
- Proactively educate and support customers on a broad range of premium and case management services and ensure they are kept fully informed about their policy, claims and industry trends and initiatives
- Work together with Claims determination and panel lawyers to assist employers with strategies to prevent injuries, minimise claim durations and encourage stay at and return to work end-to-end
- Assist with all claims management activities to ensure consistency and efficiencies are achieved for customers using an end-to-end approach
- Role model WorkCover values, the 'one WorkCover' philosophy and drive a recover at work way of injury management
- Develop ways to achieve long term employment outcomes on every claim.
- Identify practices across industry to provide guidance specific to the industry in which you manage
- Understand issues around injury prevention and RTW and work closer with industry to provide greater care to employers
- Develop networks within the industry and share your learning's with your peers, customers and stakeholders
- Develop specific knowledge around industries and create a greater understanding of the customers' business and industry
- Reduce common law claim numbers and attempt to contain costs achieved through injury prevention and management of RTW across both the Statutory and Common Law processes.

### **Skills and knowledge**

#### **Qualifications**

- Relevant tertiary qualification will be highly regarded
- Practical experience
- Preferred experience in Job Placement/Recruitment Services or Allied Health background
- Experience in managing personal injury claims in an insurance environment

#### **Technical knowledge**

- Highly developed knowledge of the principles of case management for personal injury claims
- Highly developed knowledge, and the ability to apply legislation related to both claims and premium

### **Customer experience**

- Proven ability to use effective interpersonal skills and devise strategies for building and maintaining strong and effective relationships with stakeholders
- Ability to interact and empathise with customers to understand their position, anticipate their needs, and take action to meet their expectations

### **Communication skills**

- Well developed interpersonal skills to interact well with others and develop rapport with customers
- Proven ability to conduct negotiations with parties to achieve optimal outcomes
- Ability to confidently present information to stakeholders in an individual or group setting to assist with education and customer service
- Well developed written communication skills
- Ability to interpret and analyse reports

### **Team work**

- Ability to effectively contribute to a team which achieves team goals, strengthens team spirit, and builds mutually rewarding relationships between team members
- Demonstrated ability to work effectively in a team by showing a level of commitment to the team, being a willing contributor to group activities and seeking to help others when necessary
- Planning and decision making
- Proven ability to effectively plan and think ahead to organise work responsibilities, to meet deadlines, and maximise work output
- Ability to effectively choose a course of action and develop a solution, showing understanding for the impact or any implications of a decision

### **Computer Skills**

- Demonstrated ability to learn Claims and Policy Information System (CPIS)

## **Our vision, values and goals**

### **Vision**

To be the best workers' compensation insurer, providing a customer experience that delivers excellent return to work outcomes for workers at the lowest cost for Queensland businesses.

### **Values**

- Excellence – To deliver customer satisfying services.
- Integrity – To always do the right thing.
- Responsiveness – To respond in a timely and welcoming way and deliver solutions.
- Respect – To be considerate of the rights and dignity of others.

### **Goals**

- Be financially viable, balancing injured worker and employer needs.
- Be an innovative insurer that puts the customer first.
- Be an organisation of committed, creative people with strong leadership.

### Behavioural competencies

As part of supporting our vision, values and goals and the development of our people, we have captured the behavioural expectations in four key competencies. The behavioural competencies are designed to empower our people and teams to achieve their full potential and drive excellent performance.

Enhance customer relationships	A commitment to put the customer first by identifying and actively addressing their needs to deliver a consistently high service.
Foster teamwork and collaboration	Build trusting relationships based on respect, integrity, transparent communication and cooperation.
Champion change and drive innovation	Lead change and innovation and promote value added growth as part of our work.
Strive for operational excellence	Take actions that optimise business performance, making the best use of resources today and in the future.