



Position Description

Title:	Support Officer	Grade: 1
Reports to:	Team Leader Access to Information	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

This role provides independent services for access to information to workers, employers and the general public in accordance with sections 180, 185 of the RTW Act, the FOI Act, other Federal or State Legislation and Court Orders/Subpoenas.

Key Result Areas (KRA)	
Key Result Areas	Impact
1. Provision of administration support to ensure applications are responded to in a timely, accurate and consistent manner in accordance with the provisions of S180 of RTW Act and the FOI Act. <ul style="list-style-type: none"> Ensure all requests for disclosure are registered and allocated to HPCM for processing Source documents in response to requests (as required) Registering requests, packaging documents from HPCM, closing files Contribute to process improvement activities for the business unit 	<i>Desirability</i> <ul style="list-style-type: none"> Timely provision of services to support Access to Information Officers fulfil their role Customer focus approach
	<i>Affordability</i> <ul style="list-style-type: none"> Identify process efficiencies in HPRM to reduce operating costs
	<i>Durability</i> <ul style="list-style-type: none"> Effective and efficient services that support timely responses to S180/FOI requests Strong relationship with the Independent Services, Records Management Services and Support and Claims Agents

Person Specification:	
Capability required in role	Demonstrated by - Skills, knowledge, experience and qualifications
High level organisational and administrative skills	<ul style="list-style-type: none"> Experience in providing high-level administration support Sound MSOffice skills (desirable) Experience in using HPCM or other electronic records management systems (desirable) Experience handling sensitive information and maintaining confidentiality (e.g.: breaches of compliance, risk issues, etc.)
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

Person Specification:	
Plan and Organise	I will set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources.
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 in the workplace to achieve team goals, encourage diversity and respect the unique contribution of each individual.

Notwithstanding the above, other duties as required.

Special requirements/Conditions

Team Member Competencies

Plan and Organise

I will set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources.

- Identifies priority of own tasks and/or activities.
- Effectively allocates own time to complete tasks.
- Establishes short term goals.
- Leverages available resources to complete work efficiently.
- Actively participates in regular team meetings to understand team priorities.
- Understands activity deadlines
- Avoids procrastination.

Deliver Great Service

I will work from a customer perspective to deliver a positive customer experience; focusing on customers' needs to drive the solution.

- Understands and adopts the [behavioural principles](#) we expect our claims agents to demonstrate in order to provide great personalised service.
- Determines the needs of the customer by actively listening and questioning.
- Achieves timely and evidence based decisions with the customers' needs front of mind.
- Suggests ideas to enhance customer experience.
- Prioritises tasks that have a direct customer impact.
- Shares information appropriately with customers.
- Provides face to face service (wherever possible).
- Acts professionally and holds self to account by delivering on service commitments.
- Adopts and embeds a service oriented approach to dealing with all stakeholders.
- Diagnoses customers' true needs before 'jumping' to solutions.

Build Effective Relationships

I will take responsibility for the way I interact with others in the workplace to achieve team goals, encourage diversity and respect the unique contribution of each individual.

- Takes responsibility for personal behaviour and its impact on others, always.
- Demonstrates empathy with others
- Seeks to understand others' objectives and role.
- Maintains ongoing communication and connection with others.
- Shares relevant information with others.
- Establishes relationships for mutual benefit.
- Collaboratively seeks and builds on others' ideas and suggestions for solutions.
- Works cooperatively with others to achieve shared objectives.
- Keeps commitments to others.

