

WorkCover

QUEENSLAND



**First Nations
Customer Experience Specialist**
(Indigenous Identified)
Digital and Technology Group



Acknowledgement of Country

WorkCover Queensland respectfully acknowledges and pays respect to Queensland's Elders past, present and emerging. We acknowledge the Turrbal and Yugara people as the Traditional Custodians of the lands where our 280 Adelaide Street office stands. We thank the Traditional Custodians of Country throughout Australia for their ongoing custodianship of land, waters and community.

The meaning behind the artwork

“WorkCover Queensland acts as a support system for people, both employees and employers. Like cells in our bodies, following injury and illness, they provide structure and support during the rehabilitation process. Built on a platform of strong, authentic relationships, WorkCover Queensland is focused on expanding their existing relationships to create a broader range of genuine and diverse connections with communities throughout Queensland.”

Through a strong sense of purpose, WorkCover Queensland continue to be the cells that connect and support people. With each new relationship, the cells of the network rebuild and grow, creating even stronger links throughout Queensland.” — Rachael Sarra, Aboriginal artist from Goreng Goreng Country

About WorkCover Queensland

WorkCover Queensland has been providing workers' compensation insurance in Queensland for more than twenty years. Supporting Queensland workers and businesses is at the heart of everything we do. From customer service and managing claims, to accessing rehabilitation, preventing injuries, and making sure employers have the right cover to protect their team. The most important thing for us is keeping Queenslanders working and we understand everyone's needs are different.

- We are government-owned but self-funded
- All Queensland employers must hold a WorkCover Accident Insurance policy unless they qualify as a self-insurer
- We are customer focused
- We are committed to keeping premiums low for employers while giving injured workers the best possible return to work support.

Further information about WorkCover can be found on [our website](#)

Our values

- Excellence
- Integrity
- Respect
- Responsiveness.

Our vision

To be the best workers' compensation insurer and make a positive difference to people's lives.

Our purpose

We partner with and support our customers to keep Queenslanders working, through:

- Trusted partnerships underpin our focus on return to work outcomes
- Tailored quality experiences for workers and employers
- Creating value for business through innovative and sustainable outcomes
- Influencing and investing in injury prevention.

Our culture

At WorkCover Queensland our vision is to be the best worker's compensation insurer, to make a positive difference to people's lives and to keep Queenslanders working. Our flexible work environment allows you to be your best every day and contribute to the big picture.

Our organisation is made up of individuals who collaborate and seek to engage others, working together as One Team. We embrace diversity and value people who bring personal energy and authenticity to everything they do. If you're someone with a strong values-oriented compass and you want to achieve sustainable outcomes, you will find a great community at WorkCover.



About the position

- This is an Identified Position and it is a genuine occupational requirement that this position be filled by an Aboriginal and/or Torres Strait Islander person. One of the referees should be an Aboriginal and/or Torres Strait Islander person who can attest to the applicant's knowledge, skills and experience as they related to the cultural capabilities.
- Support our unified reconciliation vision by leading the development of a customer experience (CX) strategy for First Nations customers.
- Define, champion and facilitate the implementation of changes to ensure our First Nations customers have a culturally safe and sensitive experiences that will result in quality outcomes for our customers. .

Key responsibilities

- Partner with the leadership team and key stakeholders within the business to develop and implement a customer experience strategy for First Nations customers as part of a broader WorkCover Queensland First Nations strategy.
- Actively undertake research and analysis of First Nations customer experiences within WorkCover Queensland.
- Identify and facilitate the co-design and implementation of improvement strategies needed to ensure culturally safe, sensitive and appropriate experience for all customers.
- Provide guidance and advice to leaders and colleagues as required to improve First Nations customer experience
- Embed and champion First Nations customer research and design practices.
- Monitor, evaluate the impact of, and iterate First Nations customer experience improvement initiatives
- Define and champion First Nations data sovereignty and advocate for the appropriate use of data requirements.
- Deliver findings and recommendations of First Nations strategies through effective storytelling.
- Maintain WorkCover Queensland customer experience artifacts and personas.
- Develop and maintain effective and strong collaboratively working relationships with key stakeholders to influence wider WorkCover changes needed for successful customer experience improvement initiatives.



Skills and knowledge

Qualifications

- Tertiary qualifications in business, design and interactive technologies, Social Science (Research) or similar field is highly desired.

Practical experience

- Minimum 3 years demonstrated experience in human centred design and both qualitative and quantitative research methodologies.
- Strong experience in the compilation and presentation of insights and data.
- Demonstrated experience working with and influencing stakeholders.
- Possess an excellent level of Aboriginal and Torres Strait Islander cultural capability.
- Ability to draw on lived experience to guide others and inform the design and delivery of programs and initiatives.
- Ability to communicate effectively and respectfully with Aboriginal and Torres Strait Islander peoples.

Communication skills

- Excellent written and verbal communication skills with the ability to tailor messages for different audiences, ensuring clarity and resonance.
- Highly developed verbal, written and presentation skills including the ability to present recommendations clearly and effectively.
- Ability to write and design content to engage an audience.
- Ability to work collaboratively with others in the team and across the organisation to achieve organisational objectives
- Demonstrated ability to establish and maintain good working relationships, share information, work effectively and cooperatively with fellow team members and other business groups.
- Have a continuous improvement mindset.

Planning and decision making

- Ability to work autonomously, think ahead and prioritise work to meet deadline.
- Work proactively through analysis and informed enquiry with key functional areas within the business to deliver the First Nations strategic projects.
- Ability to review, analyse and make quality decisions in consultation with key stakeholders.

Teamwork

- Demonstrated ability to establish and maintain effective working relationships, share information, and collaborate seamlessly with fellow team members, the broader WorkCover team, and executive management.



Behaviours

WorkCover has five Core capabilities that embody our values and apply to all our roles. Each capability defines excellence in behaviour at work and the definition then establishes the benchmark against which people are expected to demonstrate.



Core

Strives for excellence

Strives for excellence in skill and behaviour through continuous improvement, learning, passion to achieve and commitment to overcoming obstacles. **Looks to do things better** – wants to find better ways of doing things; keeps track of outcomes. Positively accepts and acts on feedback from others.

Acts with integrity

Acts authentically in a way which is fair, transparent and consistent with what is said and expected to achieve results; Aligns behaviours with own values and the values of WorkCover Queensland, especially in challenging circumstances. **Walks the talk** – is consistently and openly honest, honouring promises and agreements; shares information, insights or comments about work in appropriate forums rather than remaining silent or undermining behind the scenes; and serves all equally in accordance with personal and organisational values.

Is responsive to the needs of others

Focuses one's efforts on discovering, understanding and balancing the needs of customers; Empowers others to achieve outcomes in alignment with WorkCover Queensland's customer strategy principles, internal policies and legislation. **Understands the need** – Strives to develop an understanding of customer needs through formal and informal processes and information gathering, and communicates these needs to the team. Proactively identifies and addresses issues affecting the customer experience.

Demonstrates respect

Ability to care for, empathise with other people, ensuring they feel valued through **actively listening** to views and opinions of others, understanding feelings and concerns and adjusting one's responses accordingly.

Builds relationships

Values and deeply understands the role of our stakeholders; makes it easy to connect, develops and maintains relationships and networks both internally and externally with the goal of working better together. Collaborates to advance projects or goals.