

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Senior Client Services Officer
Position Number:	500432
Classification:	General Stream Band 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Human Resources – Injury Management
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Manager, Injury Management
Effective Date:	July 2023
Check Type:	Annulled
Check Frequency:	Pre-employment

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Background:

The Injury Management (IM) team is responsible for providing high level advice and working in partnership with Department of Health (DoH) business units to ensure effective management of workers' compensation matters, injury management and return to work activities; and ensure policy, procedures and systems are in place to meet compliance with current workers compensation and injury management legislation.

Primary Purpose:

As a member of the Injury Management (IM) team, perform tasks associated with the processing and management of workers compensation claims and the calculation and processing of payroll for injured employees. This includes:

- Liaising with and providing advice to relevant stakeholders regarding workers compensation, injury management and payroll matters.
- Undertaking research and analysis tasks in relation to the management of claims, including injury management matters.
- Maintaining records, information systems and databases.

- Provide general support and daily supervision regarding tasks to the Customer Service Officers.

Duties:

1. As part of a team, assist in the assessment, accurate processing and management of less complex workers compensation claims in conjunction with the Department's Injury Management Coordinators.
2. Process timesheets and calculate and process payroll, and prepare other documentation related to the employment benefits, conditions, and entitlements, for employees of the Agency regarding workers compensation payments on a state-wide basis.
3. Liaise with and provide advice to employees, managers and other key stakeholders on matters relating to workers compensation, injury management and workers compensation payments, within the guidelines of the current workers compensation legislation.
4. Contribute to the day-to-day operations of IM by undertaking research and analysis tasks in relation to the management of claims and other activities undertaken by IM.
5. Assist with the maintenance of information systems and databases for workers compensation claims.
6. Provide information to external stakeholders such as Retirement Benefits Fund (RBF), Centrelink and the Office of the Solicitor General in relation to the preparation of file notes, correspondence and other documentation for workers compensation claims.
7. Prepare reports for the reimbursement of workers compensation payments for relevant stakeholders.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
9. The incumbent 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.

Key Accountabilities and Responsibilities:

- The incumbent attached to this role is a 'Designated Person' by the Department of Health to receive claims for compensation, as per Section 34(1)(c) of the *Workers Rehabilitation and Compensation Act 1988*.
- The occupant works as a member of a team, receives general direction and supervision from the Manager - IM, and is expected to exercise discretion in the performance of tasks.
- Responsible for the accurate and timely assessment, processing, and management of less complex workers compensation claims.
- Responsible for the payment of workers compensation salary and maintaining accurate records for the Agency and external stakeholders.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Experience in human resource functions, in particular knowledge and understanding of injury management and the workers compensation system in Tasmania.
2. Knowledge and understanding of payroll processing, personnel functions, and legislative provisions, including policies, guidelines and protocols covering workers compensation.
3. Demonstrated experience and ability with an electronic payroll system (Empower, in particular) together with competency in the use of word processing, spreadsheet and database packages.
4. High level written, oral and interpersonal skills, with the ability to liaise and negotiate effectively with a wide range of stakeholders including external occupational rehabilitation providers, Agency managers, medical professionals, insurance companies, employees, and their representatives.
5. Demonstrated ability to use initiative, and a commitment to continuous quality improvement, with the ability to interpret and analyse information and decide on an appropriate course of action.
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.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).