



Position Description

Our Values

We value life
We make every conversation count
We will find a better way, today
We make the complicated simple

Position Title	Income Advisor
Position Number	
Band / Job Group	JG3
Division	Rapid Recovery Division <p>The TAC is centred on supporting clients return to work, health and independence following a transport accident and aims to be the world's leading social insurer.</p> <p>The Rapid Recovery division supports clients who will recover with minimal direct interaction from the TAC. The Division is focused on delivering streamlined, automated claim lodgement and payment processes, for an enhanced and expedited client experience.</p> <p>The Division incorporates Client Services, Payments and Lodgements, Trauma Systems and Claims Business Improvement functions.</p>
Branch	Rapid Recovery
Location	Geelong
Reports To	Team Manager, Rapid Recovery
Number of Direct Reports	Nil
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	Per TAC Authority of Delegation
Job Purpose	<p>The Income Advisor manages the end to end process for clients who are entitled to Income Support (Loss of Earnings – LOE). This includes determining eligibility, proactively calling employers, clients and liaising with internal stakeholders to determine accurate entitlements and ensuring that clients receive timely payments in accordance with the Transport Accident Act 1986 and relevant work practices.</p>

KEY ACCOUNTABILITIES

- Manage income support on a portfolio of claims to achieve optimal client outcomes and divisional objectives
- Liaise with clients to develop and maintain supportive and effective working relationships ensuring optimal customer experience
- Assess and make liability decisions in line with the TAC policies, work practices and the Transport Accident Act 1986
- Calculate and process income support payments (Loss of Earnings – LOE)
- Establish and foster effective working relationships with internal and external stakeholders
- Liaise with stakeholders within client divisions, acting on advice regarding client's return to work capacity to manage income support for clients
- Set clear expectations and communicate all decisions with clients and/or their authorised representatives
- Act as a model litigant and represent TAC at various forums to provide information and specialist knowledge
- Understand and explain TAC's obligations regarding taxation law to clients, including pay as you go (PAYG) and tax file numbers (TFN)
- Participate in regular call coaching to ensure that all contact with internal and external stakeholders meet TAC's customer service standards



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Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviours; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

KEY SELECTION CRITERIA

Relevant Qualifications, Work Experience & Specialised Knowledge

- Relevant qualifications (eg Certificate IV, Diploma or Tertiary) in finance, accounting, banking or similar relevant discipline desirable
- Background in a client services environment
- Preferred experience within a financial services environment
- Demonstrated experience and ability to exercise sound judgement in the assessment of claim liabilities and the associated management and processing of benefits and entitlements.
- Demonstrated ability to build relationships with stakeholders and communicate effectively in a fast-paced environment
- Demonstrated problem solving ability
- Strong financial literacy skills
- Knowledge of web based systems

Capabilities

Deliver Outcomes: Understands and delivers on individual performance outcomes, and strives to exceed goals despite obstacles/ setbacks

Embrace Accountability: Follows through and meets work commitments to others on time

Cultivate Partnerships: Works cooperatively with others and respects their point of view

Empower Others: Initiates discussion on own performance and skills for the purpose of performance improvement and self-development

Lead Transformation: Has an awareness of one's natural responses to changes and strives to remain flexible, positive and responsive to changes

Deliver Outcomes: Contributes towards the achievement of team goals

Deliver Outcomes: Plans and manages their own activities and resources effectively and efficiently

Adapt and Learn: Remains positive and responds to pressure and adversity in a calm manner