**JOB DESCRIPTION**

# Workers Compensation Claims Administrator

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for the performance of workers compensation claims administrative duties that support the provision of leading care and support to our injured workers.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the **injury management** team through the following:

* To contribute to the creation of safer, healthier and happier workplaces by providing efficient and effective system and claims administration, supporting the health, safety and wellbeing of the team and delivering exceptional customer service to internal and external stakeholders
* Act as the primary contact for service managers and/or injured workers initiating notification of injuries likely to result in a claim for workers compensation.
* Undertake general claims administration and injury management activities, including lodgement of claims and incidents, updating of SOLV of key data requirements and assist with workers compensation payroll
* Assist with all aspects claims management including reviewing of estimates, business reporting, common law claims and litigated claims flagging third party recoveries
* Participate in and contribute to claims review processes including estimate reviews
* Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Workers Compensation Officer, your role specifically will:

* Provide workers compensation claims administrative support as part of the injury management team to assist in the efficient management of workers compensation claims
* Undertake administrative duties such as:
  + Lodgment of workers compensation claims documentation with our insurer
  + Process invoices for payment using Uniting systems and assist with account reconciliation actions
  + Assist in the preparation of documentation to respond to legal requests on claims such as subpoenas.
  + Communicate with third party providers and the Uniting team to resolve issues within the scope set by your manager
  + Assist in the collection and preparation of information required for the calculation of workers compensation benefit payments and communicate with Uniting payroll team.
  + Enter data into our claims management system Solv.
  + Assist in the preparation of letters and other workers compensation claim documentation as set by your manager.
  + Ensure SOLV is up to date and the claims data is accurate for SIRA reporting
  + Maintain and update legal claims as required
  + Provide project and injury management support as directed.
  + Participate and comply with all quality management systems and processes.
  + Manage, monitor and respond to litigated matters

# ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  People Experience

**You’ll report to:** Workers Compensation Manager

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

**Experience:**

* 6 months case management experience in workers compensation or 1 year administration experience

**Skills and Experience:**

Typically, this role will require 1 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined.

**Even better:**

* Allied Health Degree
* 1-2 years in an employer-based workers compensation administrative role highly desirable.
* Certificate IV qualifications in business administration or personal injury highly desirable

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| **Employee Name:** |  | **Manager’s Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |