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SA Health Job Pack

Job Title	Claims Consultant
Job Number	688055
Applications Closing Date	24 March 2019
Region / Division	Southern Adelaide Local Health Network
Health Service	Workforce Services – Injury Management
Location	Clovelly Park
Classification	ASO5
Job Status	Full Time/ Temporary up to 10 July 2020
Total Indicative Remuneration	\$87,451 - \$97,379

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Andrew Lutz
Phone number	7117 0349
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Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



Southern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (NON-MANAGERIAL)

Role Title:	Claims Consultant
Classification Code:	ASO5
LHN/ HN/ SAAS/ DHA:	SOUTHERN ADELAIDE LOCAL HEALTH NETWORK
Hospital/ Service/ Cluster	
Division:	Workforce
Department/Section / Unit/ Ward:	WHS & IM Services
Role reports to:	Operationally: Team Leader Injury Management Professionally: SALHN WHS & IM Services Manager
Role Created/ Reviewed Date:	July 2017
Criminal History Clearance Requirements:	<input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	<input type="checkbox"/> Category A (<i>direct contact with blood or body substances</i>) <input type="checkbox"/> Category B (<i>indirect contact with blood or body substances</i>) <input checked="" type="checkbox"/> Category C (<i>minimal patient contact</i>)

JOB SPECIFICATION

Primary Objective(s) of role:

The Claims Consultant is accountable to the Chief Workforce Officer through the Work Health Safety and Injury Management (WHS&IM) Manager and Injury Management Team Leader for the delivery of our Claims Management activities as defined through the SA Health Injury Practice Manual.

The Claims Consultant will work to facilitate the achievement of our Cabinet Targets and requirements of Audit Verification System (AVS) (Office for the Public Sector), Accreditation Standards and Strategy for Safety and Wellbeing in the Public Sector 2010-2015.

The Claims Consultant will be responsible to the WHS&IM Manager through the Injury Management team Leader for:

- Assisting in the implementation of IM plans, program and strategies which support the strategic priorities of SA Health, SALHN and the health reform agenda;
- Delivering prompt, efficient, cost effective and equitable claims and compensation services to SA Health which meet all legislative requirements and accreditation standards;
- Contributing to the development and ensuring implementation of best practice of claims and compensation processes which support the strategic objectives of SA Health which meet or surpass our legislative requirements under the Return to Work Act (SA) 2014.
- Implementing claims and compensation systems, processes and procedures as established through the SA Health IM program or specific SALHN processes.
- Providing day to day advice and guidance on the management of work injury claims to stakeholders to ensure a coordinated, consistent and equitable approach;
- Assisting in the development and maintenance of best practice and innovative approaches to the equitable management of claims and the compensation budget;
- Assisting in the development of claims and compensation sub-elements, to achieve the best possible and cost effective resolution of acute and complex claims;
- Work proactively to resolve claims and compensation issues and contribute to the creation of a positive work culture, through responsible participation in grievance and dispute resolution;
- Implementing communication and consultation mechanisms which support a positive workplace culture and encourages open dialogue through the claims management process;
- Participating in professional improvement training to maintain / develop skills / knowledge / expertise;
- Building and maintaining strong supportive relationships and working collaboratively with other injury management and workforce health teams, human resource teams, senior managers, line managers, employees and their representatives, and others as required ensuring service needs are met;

- Assisting in the development of the skills of the Injury Management Data Officer through the provision of professional advice, demonstration and mentorship as required, to ensure consistency and equitable decision making;
- At the direction of the SALHN Injury Management Team leader, represent SALHN regarding compensation matters within the positions delegation of authority, with particular respect to negotiation and representation at the Employment Tribunal.
- Assisting in developing and recommending system enhancements for improved service delivery;
- Reviewing and monitoring reports to ensure opportunities for improvement are identified and actioned with a focus of continuous improvement and best practice.

Key Relationships/ Interactions:

Internal

- Accountable to the Chief Workforce Officer
- Directly reports to the WHS&IM Manager through the Injury Management Team Leader
- Works in partnership with Return to Work Consultants and Injury Management Data Officer
- Works in partnership with other workforce and workforce health professionals, including Fitness for Work Services, WHS Preventions, Human Resources and Industrial Relations.
- Liaise with Employees
- Establish working relations and interact with Managers / Supervisors within SA Health at local levels as required.
- Direct Reports: Nil

External

- Liaise with Employee Representatives, Solicitors, medical practitioners and providers.
- Liaise with Crown Solicitors, the Employment Tribunal, OPS and other government and non-government stakeholders.
- Works collaboratively with SafeWork SA, Accreditation Surveyors, etc as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Effectively and efficiently managing workers compensation claims to reduce the financial and human impact of work related injury across SALHN.
- Understanding the requirements of this position in meeting SA Health and SALHN objectives and broader health outcomes.
- Assisting to establish the SA Health wide IM system and embed improved practices at the local level.
- Meeting legislative requirements whilst achieving Cabinet and SA Health workforce directorate objectives of reduction in workers compensation expenditure and prompt return to work of injured workers.
- Continuously improving workforce practices.
- Ensuring SALHN meets all relevant legislative requirements, AVS requirements, accreditation standards and other government directives in relation to claims management, whilst striving for best practice.
- Representing SA Health and SALHN at the Employment Tribunal.
- Promoting the importance of equitable, effective claims management as integral to the IM Service Model for SA Health.

Delegations: (as defined in SALHN instruments of delegations)

The occupant of this position is authorised within delegated authority to:

- Use prudent management to implement SA Health and SALHN IM Implementation plan within delegated authority;
- Implement planned IM strategies to resolve related issues, within delegated authority;
- Approve the expenditure of monies within approved operating budgets and financial delegations.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Information Privacy Principles.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

- By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- SA Health employees will not misuse information gained in their official capacity.
- SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- Some out of hours work will be required.
- Intra and interstate travel may be required.
- Must have a current, valid and unencumbered driver's licence.

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.

Commitment to achieving and complying with National Safety & Quality Health Service Standards.

Key Result Areas	Major Responsibilities
Workforce Partnerships	<ul style="list-style-type: none"> Proactively building and maintaining strong supportive relationships and working collaboratively with other injury management and workforce health staff, human resource teams, senior managers, line managers, employees and their representatives, and others as required, ensuring service needs are met. Implementing communication and consultation mechanisms which support a positive workplace culture and encourage open dialogue through the claims management process. Working proactively to resolve administrative issues and contributing to the creation of a positive work culture by facilitating prompt referral of grievance and dispute resolution issues to the Team Leader Claims or WHS&IM Manager. Proactively identify, establish and maintain partnerships with a range of customers and stakeholders both internal and external to SA Health and within the wider public and private sectors and community.
Claims and Compensation Service Provision	<ul style="list-style-type: none"> Delivering claims and compensation services, including consultancy, claim determinations, monitoring and approval of costs inclusive of treatment and income maintenance, negotiation and resolution of disputes, which meet all legislative requirements and accreditation standards and enables the meeting of Cabinet targets and Key Performance Indicators. Assisting in the development and maintenance of best practice and innovative approaches to the claims and compensation, which ensures equity, diversity and individual needs of the injured worker are considered and reduces the impact of work-related injury to the individual and the organisation. Work proactively to resolve claims and compensation related issues and contribute to the creation of a positive work culture, through responsible participation in grievance and dispute resolution. At the direction of the Injury Management Team Leader or WHS&IM Manager, represent SALHN about legal and compensation matters within delegation of authority, with particular respect to negotiation and representation at the Employment Tribunal or directly with claimants and their representatives, ensuring the timely and cost effective resolution of disputes (may be accompanied by Crown Solicitor where deemed appropriate and approval has been obtained from the delegated authority).
Claims and Compensation Advisory Service	<ul style="list-style-type: none"> Providing expert advice in the area of workers compensation claims management to senior management, supervisors, claimants and other SALHN employees.

Key Result Areas	Major Responsibilities
Indirect supervision and Mentorship of Claims Officers and Senior IM Administrative Officer	<ul style="list-style-type: none"> Encouraging and fostering a positive culture and safe work environment. Assisting in the development of skills of the Injury Management Data Officer through the provision of professional advice, demonstration and mentorship as required and approving claim determinations.
Professional Development	<ul style="list-style-type: none"> Participating in professional improvement training to maintain / develop skills / knowledge / expertise under the supervision and mentorship of the Injury Management Team Leader / WHS&IM Manager.
SA Health Strategic Priorities	<ul style="list-style-type: none"> Assisting in the implementation of IM plans, program and strategies which support the strategic priorities of SA Health, SALHN and the health reform agenda. Meeting or exceeding specific Cabinet targets, SA Health targets or SALHN KPI's related to Injury Management functions.
Claims and Compensation IM System Implementation	<ul style="list-style-type: none"> Implementing agreed claims and compensation processes and procedures for the delivery of the injury management program within the SA Health WHS&IM system. Contributing to the development and ensuring implementation of best practice claims management processes which support the strategic objectives of SA Health and meet legislative and Standards requirements. Monitoring claims and compensation outcomes and work flow to ensure trends and workload levels are reported to the Injury Management Team Leader. Assisting in the development of claims and compensation sub elements, to enhance a culture of early, safe and sustainable return to work and the best possible resolution of acute and / or complex claims.
Monitor, Review, Report and Continuous Improvement	<ul style="list-style-type: none"> Assisting in developing and recommending system enhancements and practice / service enhancements for improved service delivery. Reviewing and monitoring reports to ensure opportunities for improvement are identified and actioned with a focus of continuous improvement and best practice. Implementing agreed recommendations from performance review and continuous improvement reports to ensure continuous improvement Injury Management systems System performance and service delivery.

Acknowledged by Occupant: _____ Date: ____/____/____

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities / Aptitudes / Skills:

- Ability to think, plan and implement strategically and to analyse and resolve problems, handle conflict situations and negotiate solutions which are mutually acceptable.
- Demonstrated ability to negotiate in a clear, concise and effective manner with people at all levels, liaising effectively with employees, senior management, health professionals, solicitors and a range of key stakeholders and staff.
- Ability to demonstrate innovative thought, exercise initiative, formulate suitable management strategies and make decisions.
- Skills in interpreting reports on workers compensation trends and developing improvement strategies and where required, recommend changes in IM systems and processes.
- Proven written and verbal communication skills and an ability to communicate effectively with all levels of staff, including senior management and external organisations.
- Ability to determine priorities and organise high volumes of work to meet deadlines and work under limited supervision.

Experience:

- Extensive experience in providing claims and compensation management services for a large self-insurer, employing IM strategies and techniques which are evidenced based.
- Significant experience in the development of or contribution to IM strategies in a large and complex organisation.
- Experience in supervising and mentoring others.
- Experience with data bases, such as SIMS and reporting against activity.

Knowledge:

- Demonstrated knowledge of the SA Return to Work legislation, its application, interpretation and philosophical base.
- Legal procedures and terminology, Employment Tribunal processes and procedures.
- Understanding of Work Health Safety principles and procedures
- Understanding of Quality Management principles and procedures
- Understanding of Delegated Safety Roles and Responsibilities
- Awareness of National Safety and Quality Health Service Standards.

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills:

- Ability to use Microsoft Office and SIMS reporting system.

Experience:

- Proven experience in basic computing skills, including email and word processing.

Knowledge:

- Awareness of the Charter of Health and Community Services rights.
- Working knowledge of the WHS Act, Amendment Acts and Regulations.

Educational/Vocational Qualifications:

- Tertiary qualifications in Injury Management or other relevant discipline.

Other details:

ORGANISATIONAL CONTEXT

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socio economic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has two hospitals, Flinders Medical Centre and Noarlunga Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and Adelaide Primary Health Network.

VALUES

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the South Australian Public Sector values as:

- Service – Proudly serve the community and Government of South Australia.
- Professionalism – Strive for excellence.
- Trust – Have confidence in the ability of others.
- Respect – Value every individual.
- Collaboration & engagement – Create solutions together.
- Honesty & integrity – Act truthfully, consistently, and fairly.
- Courage & tenacity- Never give up.
- Sustainability – Work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

SALHN Vision

We believe in providing the standard of health care that we desire for our own families and friends.

SALHN core value TRUST

Building positive relationships; with our patients, employees and partners.

APPROVALS

Job and Person Specification Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

ROLE ACCEPTANCE

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: