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| <b>Directorate:</b>    | Corporate Services | <b>Department:</b>  | Legal and Governance - Insurance and Claims |
| <b>Position Grade:</b> | 16                 | <b>Reports to:</b>  | Insurance and Claims Coordinator            |
| <b>Last review:</b>    | April 2025         | <b>Next review:</b> | April 2027                                  |
|                        |                    | <b>Version No.:</b> | 1.1                                         |

**Position purpose:**

To process all workers' compensation claims and manage the end-to-end portfolio of claims in a prompt, accurate, professional, and commercially effective manner.

Provide effective case management in accordance with relevant legislation, including the Self-Insurance Licence and SIRA Workers Compensation Legislation (NSW).

Adhere to requirements contained in relevant legislation, standards, codes of practice, and internal policies while performing duties. Ensure compliance and promptly advise the Supervisor/Coordinator if any legislative changes are identified.

**Key accountabilities/responsibilities:**

Responsible for:

- **Processing Workers Compensation Claims:**

- Manage an end-to-end portfolio of physical and psychological workers compensation claims in line with best practice case management processes, ensuring compliance with relevant NSW Workers Compensation and Injury Management Legislation, State Insurance Regulatory Authority guidelines, Council procedures, and the NSW Self-Insurers Association-Workers Compensation Claims procedures.
- Review liability decisions and, where appropriately delegated, determine, accept or decline workers compensation claims in accordance with legislative requirements and procedural fairness principles.
- Review, endorse and/or co-sign complex claim declinations and dispute decisions prior to issue, ensuring decisions are legally sound, evidence-based and compliant with applicable legislation and SIRA requirements.
- Deliver proactive claims liability review, determination and advisory services that enables the early return to work and mitigation of lost time injuries from start to end of claim.
- Be the key escalation point for technical claims discussions and be highly competent to manage high complexity claims.
- Manage external service providers including solicitors, barristers, independent medical examiners, rehabilitation providers and investigators.

- **Injury Care and Referrals:**

- Provide care for workers injured or ill, referring them to medical practitioners or hospitals as required.

- **Injury Management and Return to Work Process:**

Complete all necessary steps in the injury management and return-to-work processes, including but not limited to:

- Liaising with the Work Health and Safety Unit for injury investigations.
- Completing the 3-point contact process, including contacting the injured worker, the nominated treating doctor, or other treatment practitioners, and the supervisor.

- Maintaining regular contact with the injured worker to assess their needs, keep them informed on their case progress, and address any treatment requirements.
- Facilitating claim form completion, ensuring worker consent is obtained before releasing case-related information.
- Providing information to the injured worker and their family regarding the claims process and support options.
- Contribute to excellent return to work outcomes.
- **Stakeholder Liaison:**
  - Regularly liaise with key stakeholders, including relevant people leaders of injured workers, to ensure an effective return-to-work process. Key topics should include suitable duties and the worker's current status.
  - Participate in regular case conferences to manage each case effectively and ensure appropriate return-to-work outcomes.
  - Attend regular meetings with SIRA to discuss performance and provide details of our claims management outcomes.
  - Prepare executive reports, briefing notes and technical advice for senior management regarding significant claims exposures, legislative developments and emerging risks.
  - Attend site visits when required.
- **Claims Payment and Cost Management:**
  - Calculate, review and authorise workers compensation weekly benefit payments in accordance with the Workers Compensation Act 1987, Workplace Injury Management and Workers Compensation Act 1998 and applicable SIRA requirements.
  - Liaise with Payroll and relevant internal stakeholders to ensure workers compensation weekly benefits, superannuation, reimbursements and associated payments are processed accurately and within legislative timeframes
  - Monitor and manage claim costs, including the estimation of the claim using the SIRA Estimation Guidelines.
- **Record Keeping and Compliance:**
  - Routinely update and maintain accurate records on the Solve database and TRIM for all workers' compensation cases, ensuring compliance with legislative requirements. This includes entering new cases, file notes, payment records, and claim estimate modifications per SIRA guidelines.
  - Conduct regular internal audits and quality assurance reviews of workers compensation claim files, documentation, payment calculations, injury management activities and legislative compliance obligations.
  - Identify compliance gaps and continuous improvement opportunities and make recommendations to enhance claims management practices, systems and procedures.
  - Assist with SIRA self-insurance audits, performance reviews, compliance reporting and regulatory requests as required.
- **Injury Management Plans:**
  - Where necessary, develop and maintain Injury Management Plans in consultation with the worker, nominated treating doctor, and supervisor, ensuring compliance with Council guidelines and SIRA requirements.
  - Act as a technical resource for complex workers compensation matters and contribute to the ongoing development of claims management capability across the Insurance and Claims team.
  - Approve services in a timely manner, ensuring that treatment plans are appropriate and effective for the worker's recovery.

• **Training and Development:**

- Provide technical guidance, mentoring and support to team members regarding claims management practices, legislative requirements and injury management processes.
- Attend training to remain up to date with the legislation and focus on continuous development of capability.

• **Knowledge and Skills:**

- Demonstrated knowledge and practical application of recent workers compensation legislative reforms, including changes commencing from 1 July 2026 and subsequent amendments.
- Demonstrated commitment to ongoing professional development and maintaining current knowledge of legislative, regulatory and policy changes impacting self-insurers and workers compensation claims management.
- Ability to interpret and apply complex legislation, case law, SIRA guidance material and internal policies to support sound claims management decision-making.

**Decisions made in the position:**

- 1) Ensure all decisions comply with legislative requirements, SIRA guidelines, and Council procedures.

**Decisions referred:**

- 1) Complex legal or policy matters, including those requiring external legal consultation or not in delegation.

**Key issues/challenges:**

- 1) Managing competing priorities while meeting deadlines.
- 2) Ensuring compliance with legislative requirements and Council policies amidst changing regulatory frameworks.

**Key working relationships:**

|                                                                                                                                                                            |                                                                                                                                                                                             |
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| <ul style="list-style-type: none"> <li>• Insurance and Claims Coordinator</li> <li>• Senior Claims Assessor</li> <li>• RTW Officer</li> <li>• All Council Staff</li> </ul> | <ul style="list-style-type: none"> <li>• Directors</li> <li>• People Leaders</li> <li>• Safety and Wellness Unit</li> <li>• People and Culture</li> <li>• Treating Professionals</li> </ul> |
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**POSITION SPECIFICATION**

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

**ESSENTIAL CRITERIA****Qualifications/Licences**

- Tertiary qualifications and/or extensive experience in managing workers compensation claims for a self-insured company
- SIRA endorsed Return To Work Certificate
- Current C Class License

**Experience**

- An experienced Senior Claims Assessor with 5 years+ of NSW Self Insurance experience in end-to-end claims management.
- Demonstrated experience managing complex physical and psychological injuries.
- Demonstrated ability maintaining databases, with an ability to extract and analyse data including preparation of graphs and reports with a high level of accuracy.
- Demonstrated ability to make sound, evidence-based decisions at short notice and communicate these effectively.
- Demonstrated experience managing work injury damages claims, permanent impairment claims, commutations, common law matters and complex legal disputes.

**Knowledge and Skills**

- Thorough knowledge of NSW Legislation in respect of Workers' Compensation and Injury Management and SIRA requirements.
- Demonstrated ability to maintain a high level of confidentiality and to act with probity at all times.
- Knowledge of the statutory and regulatory environment associated with the insurance and claims management discipline, and in particular, in the Worker's Compensation area.
- Knowledge and experience in Award, legislation and policy interpretation and demonstrated ability to apply this in a practical sense.
- Interpersonal and written communication at a high-level including negotiations and facilitation.
- Experience in report writing and trend analysis.
- Demonstrated understanding of self-insurance licence obligations, SIRA Performance Standards, Workers Compensation Insurer Data Reporting Requirements (WCIDRR) and audit requirements.

## **POSITION DESCRIPTION**

Senior Claims Assessor

### **DESIRABLE CRITERIA**

#### **Qualifications/Licences/Experience/Knowledge and Skills**

- A relevant degree (allied health/legal) desirable but not essential

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**