

## Position Description

### Core Detail

<b>Title</b>	<b>Manager – Workers’ Compensation and Administration</b>
<b>Role</b>	<p>Responsibility for:</p> <p>1) the effective management of workers’ compensation self-insurance for both the TriCare group and Elderly Care Limited; and</p> <p>2) managing the smooth operation of the daily administration services at TriCare’s Head Office.</p>

### Position Parameters

<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	Head of Performance Manager
<b>Direct Reports</b>	1 x Claims Officer and 3 x Administration Officers
<b>Expenditure Limit</b>	<p>General - \$5,000</p> <p>Workers’ Compensation and self-insurance matters - \$10,000</p>
<b>Location</b>	TriCare Head Office, 250 Newnham Road, Mount Gravatt, QLD.

### Detailed Description of the Position

<p><b>Self-Insurance (estimated at 20% time of role)</b></p>	<ul style="list-style-type: none"> <li>Responsible for the workers’ compensation self-insurance and ensuring that all claims management is managed in accordance with the Workers’ Compensation and Rehabilitation Act 2003.</li> <li>Represent TriCare and Elderly Care on all workers’ compensation matters as established by regulatory requirements and the Workers’ Compensation Policy and Procedures.</li> <li>Primary responsibility for the claims management system to ensure compliance with all regulatory and legislative requirements.</li> <li>Manage all common law claims including instructing solicitors, determination and communication around liability and quantum and attending settlement conferences as required.</li> <li>Responsible for the workers’ compensation policies insured with Workcover (Qld), Icare (NSW) and WorkSafe (Vic).</li> <li>Provide monthly self-insurance performance reports to management.</li> <li>Oversee and ensure all claims management decisions and processes are as per the Claims Management manual and in line with all regulatory requirements.</li> <li>As required, provide assistance with the management of the statutory</li> </ul>
--	---

claims' portfolio.

- Development of management strategies to consistently achieve optimum claims and injury management outcomes to minimize workers' compensation costs.
- Ensure the relevant TriCare and Elderly Care employees are aware of relevant legislation changes that may impact them.
- As required, provide advice and assistance to the Work Health and Safety Manager and directors in relation to activities, duties, and obligations with respect to the Workers' Compensation and Rehabilitation Act 2003.

**Head Office  
Administration  
(estimated at 80%  
time of role)**

- Responsible for the management of the administration officers at Head Office and ensuring all workflows and workloads within the Administration team are efficient and meet the expected quality.
- Ensure work allocations within FreshDesk are up to date and processed in line with specific agreed timeframes for completion.
- Monitor, develop and update administrative systems to ensure they remain accurate and efficient.
- Provide assistance with the coding and/or approving of invoices in Redmap and reconciliation of corporate credit card statement and receipts.
- Manage approximately fifteen rental properties with the assistance of real estate agents, including approving maintenance expenditure and tenancy agreements.
- Provide assistance with any required diary management, meeting bookings and travel and accommodation requests as required.
- As required, provide general administrative support including answering of incoming calls, responding to, and re-directing email enquiries and managing queries from managers and employees.
- Oversee the Fleet management of approximately 40 vehicles, including allocation, Insurance, servicing, registration, and fleet care.

## Skills and Knowledge

---

- Extensive knowledge and understanding of the Workers' Compensation and Rehabilitation Act 2003 and required legislations across Australian jurisdictions.
- Demonstrable experience working within the self-insurance industry and in particular experience with claims management.
- A strong commitment to maintaining superior workers' compensation standards and an excellent knowledge of required statutory obligations.
- Demonstrable management skills with proven experience in achieving a high output from employees.
- Highly developed communication skills, both written and verbal.
- Strong critical analysis, problem solving, planning and decision-making.
- Excellent knowledge of MS Office and office management software (ERP etc.).
- Understanding of basic accounting principles would be helpful.

## Personal/Other Attributes

---

- A self-starter with an ability to present the directors with a range of quality options and solutions.
- Personal accountability and responsibility.
- To act and behave honestly and with integrity.
- Able to meet deadlines and work under pressure.
- Able to prioritise effectively.
- Strong interpersonal and communication skills.
- Ability to participate actively and constructively within a team.
- Attention to detail and a high level of problem-solving skills.

## Experience

---

Experience with managing employees and their performance throughout multiple annual review processes, demonstrating the ability to build capability and continue to improve performance over a period of time.

## Work Health and Safety

---

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation.
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

## Performance Measures

---

Annual Quality Performance Improvement Review.