

## Role Details

<b>Title</b>	Claims Officer
<b>Company</b>	TriCare Limited
<b>Reports to</b>	Workers Compensation & Administration Manager
<b>Direct Reports</b>	Nil
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• TriCare staff</li> <li>• Elderly Care staff</li> <li>• External Health Professionals</li> <li>• Workcover QLD</li> <li>• ACES</li> </ul>
<b>Location</b>	250 Newnham Rd, Mount Gravatt, Qld

## Role Purpose

The purpose of this role is to support employees who may be injured at work in line with relevant claims process and legislation. The role exists to ensure workers who are injured get the relevant medical attention required and are supported to be fit for work in the shortest and safest possible timeframe. To be successful in this role you will proactively manage the Statutory portfolio of workers' compensation claims to ensure compliance with the conditions of the aged Care Employers' Self-insurance (ACES) group licence and the statutory claims for the TriCare companies that are insured with Workcover Queensland.

## Responsibility Areas

<b>Main Duties</b>	<ul style="list-style-type: none"> <li>• Register new ACES statutory workers' compensation claims into the Self-insurance Management System (SIMS) Solv</li> <li>• Investigate statutory workers' compensation claims and using evidence gathering means to test the validity of claims.</li> <li>• Determine liability for ACES workers' compensation statutory claims, calculate entitlement and authorise and process compensation and provider payments in accordance with the Queensland Workers' Compensation Legislation and the Table of Costs.</li> <li>• Proactively manage the statutory claims in accordance with ACES Workers' Compensation Claims Manual and the Workers' Compensation and Rehabilitation Act 2003.</li> <li>• Develop outcome focused case management plans Rehabilitation and Return to Work Plans to assist workers with a successful rehabilitation and return to work.</li> <li>• When required, prepare Reasons for Decision in respect to statutory claims decisions and legislative requirements.</li> <li>• Provide information and evidence to the Regulator, Legal Advisers, Workcover Queensland and others as required.</li> </ul>
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- Ensure recovery of compensation paid from motor vehicle third party insurers in relation to claim resulting from motor vehicle accidents, as required.
- Provide timely and accurate workers' compensation guidance and advice, including the interpretation of relevant legislation to managers and staff.
- Co-ordinate and attend monthly claims reviews with relevant stakeholders.
- Review, monitor and address any issues raised in the ACES Monthly Reports provided by the Regulator and report on findings/outcomes/issues to the Manager – Workers' Compensation.
- When required, assist with the management of ACES workers' compensation common law portfolio.
- Manage statutory workers' compensation claims for the TriCare companies that are insured with Workcover Queensland, which will include liaison with Workcover Queensland, treating medical practitioners, health and other professionals as required, ensuring appropriate management of claims.

## **Experience**

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- Minimum 3 years' experience in a similar role
- Experience in using SIMS Solv claims management software (preferable).
- Self-Insurance or Workcover QLD claims management experience.
- Demonstrated claims management experience and extensive knowledge of Workers Compensation and Rehabilitation Act 2003.

## **Key Skills | Knowledge | Attributes | Other**

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- Strong computer skills, particularly Microsoft Office
- Strong attention to detail.
- Confident communicator with the ability to engage with stakeholders to achieve positive outcomes.
- Strong interpersonal, oral, and written communication.
- Strong time management skills.
- Must be motivated, a self-starter and able to work unsupervised.

## **Licences & Qualifications**

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- n/a

## **Work Health and Safety**

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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.