

Position Description



Position Title	Senior Advisor - Workers Compensation
Position No	00034245
Delegation Level	006
Job Designation	Adviser
Organisational Unit	Workers' Compensation Health Safety and Wellbeing
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member/Tech Prof
Shiftworker	No
Classification (Range)	AS6 .1 - AS6 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader Self Insurance

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

To plan, manage and control the statutory and common law workers compensation claims for Queensland Rail in a timely, efficient and effective way in accordance with legislation, our policies, procedures and standards.

To coach and mentor the team of claims officers.

Position Responsibilities

1. Develop, implement and manage appropriate standards, systems and processes for the management of Workers Compensation for Queensland Rail including statistical data and trends.
2. Manage all aspects of employee common law claims and complex statutory claims made against Queensland Rail.
3. Lead and coach the claims officers to manage statutory claims in accordance with relevant legislation and ensure input and adoption of best practice.
4. Management and control of investigations, enquiries, reports and correspondence and any other actions necessary to manage claims.
5. Establish and maintain effective relationships with key stakeholders in the claims management process including Rehab, HR, Legal, External solicitors, Q Comp, functions, groups and teams.
6. Develop and deliver regular claims reviews with Claims Officers and teams and provide claims management plans that assist in establishing strategies and cost/benefit management.
7. Manage and report on third party costs as part of the claims cost.
8. Actively participate within the team to set and implement business strategies and goals to ensure best practice.
9. Provide high level advice, analysis and support for queries on Workers compensation internally.

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10. Assist in managing the application and ongoing requirements of self insurance licence.
11. Keep abreast of all changes to legislation relevant to the management and processing of Workers' Compensation claims.
12. Assist when required with the administration and maintenance of the Workers Compensation electronic database.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. Extensive knowledge and skill in the application of Workers' Compensation claims management strategies in a self insured environment to ensure quality outcomes for both workers and businesses.
2. High level of skill in managing employee common law personal injury claims.
3. Extensive knowledge of Workers' Compensation and subordinate Legislation as it applies to statutory and common law claims and injury management in Queensland in a self insured environment.
4. High level of skill in investigation and interview techniques and processes as it applies to Workers' Compensation in Queensland in a self insured environment.
5. High level of coaching, negotiation, interpersonal, oral and written communication skills.
6. Substantial computer literacy skills, including the application of Microsoft Office Suite, Figtree and mainframe computer software.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 Wunya Induction
- 40001627 Building Emergency Procedures

Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 40013480 Fraud Awareness Induction
- 40006537 Rail Safety Awareness

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

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Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.

Testing can occur anywhere, at any time, on any day.