

Position Description



Position Title	Workers' Compensation Claims Adviser
Position No	00043934
Delegation Level	007
Job Designation	Workers' Compensation Claims Officer
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)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Senior Advisor - Workers Compensation

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 determine, plan and manage worker's compensation claims for Queensland Rail as a self-insured employer and in accordance with legislation

Position Responsibilities

1. Determine and manage all aspects of statutory claims in accordance with relevant legislation, including consulting with the Senior Workers Compensation Advisor to determine and manage complex statutory claims.
2. Request and analyse investigation reports, medical records and reports and any other information relevant to a claim.
3. Establish and maintain close working relationships with key stakeholders in the claims management process including People Services Rehabilitation Advisors, internal and external Legal practitioners, factual investigation providers Workers' Compensation Regulator, Medical Practitioners and the business.
4. Develop and deliver regular claims reviews with teams and provide claims management plans that assist in establishing strategies and cost management.
5. Identify and action any third party recovery opportunities.
6. Provide advice, analysis and support for queries on Workers' Compensation internally.
7. Maintain appropriate skills and training in line with licence and regulatory requirements and keep abreast of all changes to legislation relevant to the management and processing of Workers' Compensation claims.
8. Participate, and where required, lead best practice business improvements and training or education relevant to the management and analysis of claims within the business.

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9. Assist with the management of employee common law claims, including representing Queensland Rail at relevant case conferences and mediations.

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;
- Work independently and as part of a team;
- Show sound judgement with respect to matters of a sensitive and confidential nature;
- Undergo additional training and professional training.

What is the key selection criteria

1. High level of skill in the application of Workers' Compensation claims determination and management strategies in a self-insured environment to ensure quality outcomes for both employees and the business
2. 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.
3. High level of skill in investigation and interview techniques relevant to Workers' Compensation claims management in a self insured environment.
4. Substantial analytical and decision making skills.
5. Substantial interpersonal, oral and written communication skills.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

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.

Safety Publications

QR Weekly Notice
Annual Safety Plan
Your Health (Newsletter)
WH&S Update (Newsletter)
C.E.O.'s Safety Statement
Alcohol and Drug Policy Card
C.E.O.'s General Safety Rules
Worker's Compensation & Rehab Act

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.