



# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and Economic Development

**Division:** Commercial Services and Infrastructure

**Business Unit:** ACT Insurance Authority

**Position Title:** Manager Claim Services, ACT Insurance Authority (nine month placement with the possibility of extension)

**Position Number:** P37989

**Classification:** Senior Officer Grade B (SOGB)

**Location:** Nara Centre, Canberra City

**Last Reviewed:** December 2020

## DIRECTORATE OVERVIEW

---

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

## DIVISION OVERVIEW

---

The Commercial Services and Infrastructure Group (CSIG) sits within Chief Ministers Treasury and Economic Development Directorate.

CSIG brings together the ACT Government's insurance, recruitment, property, procurement and infrastructure finance and reform services. CSIG promotes a culture of continuous and innovative improvement to meet delivery of quality core services to the ACT Government.

## BUSINESS UNIT OVERVIEW

---

The Australian Capital Territory Insurance Authority (the Authority) is established under the ACT Insurance Authority Act 2005 (the Act).

The Authority's role is to manage the self-insurance arrangements of the ACT Government, to perform the function of Fund Manager for the Default Insurance Fund (DI Fund) and the statutory office of the Nominal Defendant. The DI Fund manages workers compensation claims that occur where an employer does not hold an ACT Workers Compensation policy, or where an insurer is unable to meet the costs of its workers compensation claims. The Nominal Defendant manages Motor Accident Injuries Scheme (MAIS) claims that arise when a motor vehicle is uninsured, unidentified, or subject to an unregistered vehicle permit.

The Act establishes the Authority as the ACT Government's captive insurer providing insurance services to all ACT Government directorates and statutory authorities, to meet the insurable claims and losses of ACT Government agencies. The Authority manages an annual insurance and reinsurance program to ensure cover in various insurance classes (Public Liability, Medical Malpractice, Property, Director's & Officer's etc) for the Territory.

Additionally, the Authority provides risk management support to Territory Directorates and Agencies, through generic and tailored training sessions, both in person and through an e-learning platform, and conducts annual inspections of Territory property assets to identify risks and works with the Agency to control the hazards.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well demonstrate the related signature behaviours.

## **POSITION OVERVIEW**

---

The Manager Claim Services operates under broad direction and is responsible for the strategic and operational aspects of the delivery of claim management services to the Authority's customers. The Authority Claim Management team manages various types of claims made by ACT Government agencies and by members of the community.

You will work closely with the Authority leadership group to meet strategic and operational objectives.

## **WHAT YOU WILL DO**

---

The primary responsibilities for this position are:

- Under broad direction be responsible for leadership and management of the Authority's Claim Services Team delivering claim services to the Authority's customers;
- Work collaboratively and cooperatively with the Authority's leadership group within the Authority to achieve broader organisational objectives;
- Represent the Authority as required in a range of situations with internal and external stakeholders;
- Develop and lead the implementation of process improvement and change management initiatives;
- Work to develop and maintain a high level of capability within the claim services team by recruiting mentoring, coaching and developing the abilities of claims team staff;
- Oversee and maintain the accuracy and integrity of the data contained within claims management systems in support of the Authority's objectives;

- Develop and maintain a range of claim related reports for use by the Authority's agency clients and other functional areas of the Authority in support of overall the Authority's objectives;
- Undertake analysis of claims data to identify current and emerging risk issues in consultation with other the Authority's functional areas;
- Liaise where appropriate with claimants, solicitors, insurers, employers, doctors, rehabilitation providers, investigators and debtors on complex claim related issues; and
- Provide advice to the Assistant General Manager/General Manager as required on claims issues.
- This position involves direct supervision of staff.

## WHAT YOU REQUIRE

---

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### Professional / Technical Skills and Knowledge

1. Demonstrated ability to lead the strategic and operational management of a group of staff delivering operational services in a private/public sector organisation.
2. Well-developed interpersonal, oral and written communication skills, including the ability to represent the Authority in a range of situations with internal and external stakeholders.
3. Demonstrated ability to drive process improvement and innovation by utilising appropriate change management principles.
4. Demonstrated high level organisational skills including a demonstrated ability to be proactive, flexible and to manage competing priorities within tight timeframes in a dynamic work environment.
5. Well-developed analytical skills and a proven ability to use data to deliver business improvement initiatives.
6. Demonstrated ability to display high quality customer service principles, practices and attributes.
7. A sound understanding of and the ability to actively practice the guiding principles of working in the ACT Public Service including but not limited to in the areas of management, cooperate values, non-discrimination, industrial democracy and general principles as embodied in the *Public Sector Management ACT 1994*.

Leadership and management experience with a record of achievement in a similar role is highly desirable

### Compliance Requirements/Qualifications

1. This position does not require a pre-employment medical
  2. This position does not require a Working with Vulnerable People Check.
-

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Manager Claim Services ACT Insurance Authority (position number P37989) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| ADMINISTRATIVE              | FREQUENCY  |
|-----------------------------|------------|
| Telephone use               | Frequently |
| General computer use        | Frequently |
| Extensive keying/data entry | Frequently |
| Graphical/analytical based  | Frequently |
| Sitting at a desk           | Frequently |
| Standing for long periods   | Never      |
| Designated workstation      | Frequently |

| STANDARD HOURS                                                                             | FREQUENCY    |
|--------------------------------------------------------------------------------------------|--------------|
| Flexible working hours (access to flex time)                                               | Occasionally |
| Fixed or specified start/finish times                                                      | Occasionally |
| Expected to work extensive hours over a significant period due to the nature of the duties | Occasionally |
| Access to Accrued Days Off (ADO's)                                                         | Never        |
| Peaks and troughs                                                                          | Occasionally |
| Frequent overtime                                                                          | Occasionally |
| Rostered shift work                                                                        | Never        |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Frequently   |
| Work in isolation from other staff (remote supervision)     | Occasionally |
| Working in a call centre environment                        | Never        |
| Working directly with the public                            | Occasionally |

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors                                             | Occasionally |

| MANUAL HANDLING   | FREQUENCY    |
|-------------------|--------------|
| Lifting 0 – 5kg   | Never        |
| Lifting 5 – 10kg  | Occasionally |
| Lifting 10kg+     | Occasionally |
| Climbing          | Never        |
| Reaching          | Occasionally |
| Bending/squatting | Occasionally |
| Push/pull         | Occasionally |

|                                                           |       |
|-----------------------------------------------------------|-------|
| Sequential repetitive movements in a short amount of time | Never |
|-----------------------------------------------------------|-------|

| TRAVEL                                | FREQUENCY    |
|---------------------------------------|--------------|
| Frequent travel – multiple work sites | Never        |
| Frequent travel – driving             | Occasionally |
| Frequent travel – interstate          | Occasionally |

| SPECIFIC HAZARDS                                  | FREQUENCY    |
|---------------------------------------------------|--------------|
| Working at heights                                | Never        |
| Exposure to extreme temperatures                  | Never        |
| Operation of heavy machinery e.g. forklift        | Never        |
| Confined spaces                                   | Never        |
| Excessive noise                                   | Never        |
| Low lighting                                      | Never        |
| Handling of dangerous goods/equipment             | Never        |
| Working with asbestos                             | Never        |
| Potential to encounter agitated customers         | Occasionally |
| Exposure to potentially distressing case material | Occasionally |

| OTHER                                        | FREQUENCY |
|----------------------------------------------|-----------|
| Uniform required                             | Never     |
| Personal Protective Equipment (PPE) required | Never     |

