



# Job information pack

## Senior Instructing Officer

APS Level 6

\$103,384 to \$114,718 per annum plus 15.4% superannuation

Canberra ACT, Melbourne VIC



## Position details

Job reference	VN-0769590
Classification	APS Level 6
Employment status	Ongoing and Non-ongoing <i>*A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.</i>
Working hours	Full time
Group	Claims Management
Team	Reconsiderations and Appeals
Unit	Appeals
Location	Canberra ACT, Melbourne VIC
Eligibility and conditions of employment	<p><b>Citizenship:</b> Under section 22(8) of the <i>Public Service Act 1999</i>, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.</p> <p><b>Security clearance:</b> Ability to obtain and maintain a Baseline security clearance.</p> <p>For further information on eligibility and conditions of employment, please visit our <a href="#">Careers</a> page.</p>
Applications close	Wednesday, 17 June 2026 at 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact <a href="mailto:Recruitment@comcare.gov.au">Recruitment@comcare.gov.au</a>

## About Comcare

At Comcare, our purpose is to ***promote and enable safe and healthy work***. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are ***committed to building and fostering a capable, engaged and high performing workforce*** that is trusted and passionate about achieving better work health and safety outcomes for Australians.

## About the team

The Reconsiderations and Appeals team is responsible for the statutory reconsiderations of Comcare claims decisions and management of Comcare's response to Administrative Review Tribunal (ART) applications and court appeals. The team works closely with the Senior Director (Claims), the Claims Operations teams, and Comcare's Legal Group to achieve positive outcomes for employees and employers.

## The opportunity

The Senior Instructing Officer (SIO) works as part of the team with responsibility for litigation related to workers' compensation claims. As an instructing officer, this role advocates Comcare's position in litigation and works to improve claims management through lessons learned. The Senior Instructing Officer reports to the Assistant Director (Appeals) and will assist with the supervision of other team members.

Primary Responsibilities:

- Contribute to Comcare's purpose, Corporate Plan and claims management strategy and operating model.
- As part of a team, deliver litigation instructing services in line with the claims management strategy and claims litigation strategy including the achievement of claims management target sand contributing to successful completion of improvement projects. This includes monitoring claims management activities and compliance with Comcare's rules and objectives.
- Provides on-the-job training; provides feedback, support, advice and guidance to less experienced colleagues proactively and when required.
- Make decisions on how medium to high-risk ART applications will be managed and support the management of complex or sensitive matters through research, support, drafting and communications.
- Work across Comcare and our client agencies, to focus on consistent claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts. Accountable for driving the strategic direction of the work area and ensuring its activities are aligned with agency goals.

- Act in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements. Coach and develop team members.
- Connect and integrate litigation instructing with other functions of Comcare and across the APS.

## Our ideal candidate

Our ideal candidate is someone who has a good attitude, eye for detail, understanding of risk, has higher order thinking skills with the ability to synthesise and critically analyse information from multiple sources, shows initiative, has strong stakeholder management skills, and is able to meet timeframes and manage competing priorities.

As our ideal candidate, you will have the following skills and capabilities:

1. Demonstrated experience in analysing information (particular data), risk management and using judgement to inform decisions.
2. Demonstrated ability to work as part of a team and to some extent independently as required.
3. Resilient, responsive and collaborative with a proven commitment to individual and team outcomes.
4. Strong stakeholder engagement and relationship building skills.
5. Strong communication skills with proven ability to negotiate and communicate with influence.
6. Experience working with legislation in service delivery operations including in-depth knowledge of relevant statutory, regulatory and policy frameworks in order to provide objective advice and resolve problems of a specialised or complex nature.

## Qualifications and experience

Highly desirable:

- Tertiary qualifications in law.
- Experience in litigation or administrative decision making and/or review functions.

## Work environment

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

In performing the duties of this position, employees may be exposed to potentially distressing material/events, and customer or stakeholder aggression.

Staff are provided with support, training, flexible work options and mentoring to help manage these requirements.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

## How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in **two pages (maximum)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section**.
- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum**.
- The contact details of **two referees**, one of which should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).

## Benefits of working with us

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### We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



### We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



### We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



### We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



### We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

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For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

## Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

## RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

## Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.