



Job information pack

Claims Manager

APS Level 5

\$92,759 to \$99,511 per annum plus 15.4% superannuation

Canberra ACT



Position details

Job reference	VN-0768311
Classification	APS Level 5
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 or Part time
Group	Claims Management
Team	Claims Operations Canberra
Location	Canberra ACT
Eligibility and conditions of employment	<p>Citizenship: 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>Security clearance: Ability to obtain and maintain a Baseline security clearance. In some cases, a higher-level security clearance may be required.</p> <p>Specific conditions:</p> <ul style="list-style-type: none">• Comcare supports flexible working arrangement (FWA) however, different types of FWA are suitable for different types of roles to meet operational requirements and minimise WHS risks. Remote/Working from home arrangements may apply as an office/home hybrid arrangement in this role.• Incumbents in these roles may be required to participate in routine programs to support mental wellbeing, for example wellbeing checks or group supervision. Training and supports are provided for employees to manage client engagements and the expectations of the role. <p>For further information on eligibility and conditions of employment, please visit our Careers page.</p>
Applications close	Wednesday, 8 April 2026 at 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact Recruitment@comcare.gov.au

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

As part of the Claims Management Group (CMG), Claims Operations is a large, multi-disciplinary team delivering high quality claims management services. The team is led by an Assistant Director and made up of claims managers, senior claims managers, and employer account managers, with support from injury managers. The team collaborates to achieve positive health and return to work outcomes for employees and employers.

Each Claims Operations team is assigned Australian Public Service (APS) portfolios, agencies or specialised claims and is accountable for the management of claims within their portfolio; relationship management for the agencies within that portfolio and achieving positive claim outcomes for that portfolio.

The opportunity

As a Claims Manager you will work as part of a Claims team responsible for the management of workers' compensation claims. Claims Managers oversee a portfolio of claims including the engagement with claimants, employer representatives and medical/treatment providers to achieve positive health and return to work outcomes. The Claims Manager reports to the Assistant Director, Claims Operations.

In this role your key responsibilities will include, but are not limited to, the following:

- As part of a team, deliver claims management services in accordance with approved claim plans, Claims Manual and delegations including the achievement of claims management targets/KPIs, and in line with the claims management strategy. This includes monitoring claims management activities and compliance with Comcare's rules and objectives. Assist in coaching, guiding and developing less experienced colleagues, as required.
- Maintain sound knowledge and understanding of claims operations and the impact to Comcare's purpose, Corporate Plan and claims management strategy and operating model.
- Maintain and apply a well-developed understanding of relevant statutory, regulatory and policy frameworks to a variety of interrelated activities and solutions to a range of problems.
- Collect, research and analyse information, and make evidence-based decisions or recommendations based on evaluative judgement, expertise and knowledge, governed by the application of regulations, delegations and procedures.

- Liaise with stakeholders within Comcare and our client agencies, to focus on consistent claims management, positive claim outcomes, organising and sharing information and better practice, resolving conflicts and issues, and escalating complex issues where required.
- Communicate with, consult and advise internal and external stakeholders, and identify and respond to their needs and manage expectations. At times, this may involve reading or hearing confronting information and handling conversations with clients who are distressed.
- Prepare and update claim plans for approval and prepare and review claim determinations and decision documents and correspondence, consistent with instructions, procedures and legislation.
- Develop and maintain relationships with other teams within CMG and Comcare and represent the work area at external meetings and case conferences.

Our ideal candidate

Our ideal candidate is someone who has a good attitude, is enthusiastic, shows initiative, and enjoys contributing to the bigger picture. They will display a desire and commitment to strong customer service and a willingness to have difficult conversations. Our ideal candidate is a team player, enjoys having a laugh and is eager to learn.

As our ideal candidate, you will have skills and capabilities consistent with the below.

1. Research and analyse information (particularly data), managing risk and using judgement to inform decisions.
2. Resilient, responsive and collaborative with a commitment to individual and team outcomes.
3. Developed stakeholder engagement and relationship building skills, responding to their needs and expectations.
4. Well-developed communication skills with experience in supportive communications and negotiating confidently to achieve positive outcomes.
5. Experience working in service delivery operations, such as managing and resolving customer enquiries, providing policy advice or preparing correspondence.

Desirable qualifications

- Certificates or competencies in relevant disciplines such as claims or injury management, law, health, business administration or finance.

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 or events and customer or stakeholder aggression.

Staff are provided with support, training, flexible work options, and mentoring to help manage these requirements. Specifically, staff are provided with training to support their wellbeing, such as training on vicarious trauma and staff are provided access to a counsellor and the Employee Assistance Program.

Comcare supports flexible working arrangement (FWA) however, different types of FWA are suitable for different types of roles to meet operational requirements and minimise WHS risks.

Remote/Working from home arrangements may apply as an office/home hybrid arrangement in this role.

Incumbents in these roles may be required to participate in routine programs to support mental wellbeing, for example wellbeing checks or group supervision. Training and supports are provided for employees to manage client engagements and the expectations of the role.

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 specific and relevant examples that demonstrate your ability to perform the role, with direct reference to 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



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.

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.