



Australian Government

Comcare

# Job information pack

## Clinical Panel Support Officer

APS Level 4

\$79,552 to \$87,004 per annum plus 15.4% superannuation

Canberra ACT, Melbourne VIC



## Position details

Job reference	VN-0767528
Classification	APS Level 4
Employment status	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	Contracted Services
Unit	Clinical Panel
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	Sunday, 22 March 2026 11:59pm (Australian Eastern Daylight 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 Contracted Services team is responsible for the management of contracts including third-party claim service providers, Clinical Panel and Independent Medical Examination (IME) providers. The team works closely with relevant agencies and service providers to achieve positive outcomes for employees and employers.

## The opportunity

The Clinical Panel Support Officer is part of a small team that supports Comcare's claims management function through the effective operation of Comcare's Clinical Panel. You will contribute to the procurement, contract management, and administrative processes that enable Clinical Panel members to deliver high-quality services.

The primary focus of the position is to manage the workflow of referrals between claims teams and Clinical Panel members, and to support the timely return of recommendations to claims teams. A key element of the role is maintaining collaborative communication with different stakeholders, balancing their varied timeframes with Panel member availability and team key performance indicators.

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

- Contribute to the delivery of Clinical Panel service management activities, supporting the implementation of Comcare's claims management strategy. This includes monitoring, recording and reporting on Clinical Panel service activities and assisting in identifying opportunities for process improvement.
- Undertake administrative and operational tasks of moderate complexity under general direction. Identify issues and escalate them appropriately to support effective governance services to achieve desired outcomes.
- Provide administrative support to the unit including but not limited to managing a shared inbox, scheduling communication with clinicians, supporting workflow management and ensuring accurate and timely handling and storage of documentation.
- Provide support with quality assurance activities that maintain data integrity and completion of agreed actions.

- Build rapport and maintain stakeholder relationships within Claims Management Group, other relevant teams within Comcare, and across the APS where required.
- Manage competing priorities and requests in a fast-paced environment, exercising sound judgement, organisation and time-management skills to meet agreed timeframes and service expectations.

## Our ideal candidate

Our ideal candidate is someone who is enthusiastic, shows initiative, enjoys talking to people, has well developed problem-solving skills and is able to have difficult conversations while resolving issues such as conflicting priorities and timeframes. You will enjoy working as a part of a small supportive team, while also being able to work autonomously and reliably.

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

1. Demonstrates resilience, professionalism, empathy and a growth mindset to support high-quality customer experiences.
2. Developed communication skills with an ability to communicate clearly and effectively with colleagues and stakeholders, identifying the expectations and concerns of others.
3. Ability to manage competing priorities in a structured service delivery environment, following established procedures and exercising sound judgement to achieve individual and team outcomes.
4. Demonstrated ability to contribute to process and service improvements by applying a growth mindset, analysing information and understanding how work supports broader team and customer outcomes.
5. Demonstrated capability to identify, organise and uses the resources, information and tools needed to meet team goals, support operational requirements, and maintain consistent work quality.

## Desirable experience

- Experience in customer service or administrative competencies will be well regarded.

## Work environment

Comcare is committed to cultivating a safe, supportive and respectful workplace that prioritises both physical and psychological health, safety and wellbeing for all employees.

Employees in this position may be exposed to the following work environment factors:

- Distressing or sensitive material, including written records or images that may be confronting.
- Stakeholder engagement responsibilities, primarily via telephone and email communications.
- Participation in virtual meetings using platforms such as Microsoft Teams.

- Interactions with customers or stakeholders who may at times present as unreasonable or distressed.

To support employees in managing these risks and performing effectively in the role, Comcare provides access to the following mechanisms:

- A comprehensive onboarding program to build knowledge and confidence.
- A supportive and collaborative team environment.
- A call coaching program to enhance staff capability, performance and support.
- Complaints handling framework, including training to assist in managing challenging interactions.
- Wellbeing-focused development opportunities, such as vicarious trauma training.
- Employee Assistance Program (EAP) services, offering free and confidential counselling support.

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 approximately **750 words (not exceeding one page)** 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.

