



# Job information pack

## Senior Client Experience Officer

APS Level 6

\$99,985 to \$110,946 per annum plus 15.4% superannuation

Canberra ACT, Melbourne VIC, Darwin NT, Launceston TAS



## Position details

<b>Job reference</b>	VN-0767522
<b>Classification</b>	APS Level 6
<b>Employment status</b>	Ongoing <i>*A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.</i>
<b>Working hours</b>	Full time
<b>Group</b>	Claims Management
<b>Team</b>	Client Experience
<b>Unit</b>	Claims Complaints and Feedback
<b>Location</b>	Canberra ACT, Melbourne VIC, Darwin NT, Launceston TAS
<b>Eligibility and conditions of employment</b>	<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>
<b>Applications close</b>	Sunday, 29 March 2026 at 11:59pm (Australian Eastern Daylight)
<b>Contact officer</b>	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 Client Experience (CCE) team sits within the Claims Management Group and supports the quality, integrity and client experience of Comcare's claims management services.

Claims Client Experience and Support - Complaints unit, sits within the Client Experience team and is responsible for the management and resolution of claims-related complaints and for supporting capability uplift through call coaching, strengthening the quality, consistency and client experience of Comcare's claims management services.

The unit receives, assesses, manages, resolves and responds to complaints relating to claims managed by the Claims Management Group. This includes complaints raised by employees, employers and other stakeholders in relation to the management of workers' compensation claims.

The unit works closely with internal stakeholders, including the Office of the Chief Executive Officer (CEO), to inform and support responses to CEO and Ministerial complaints, correspondence and enquiries relating to claims management, and to provide subject-matter input to Ombudsman matters where required.

In addition to complaint management, the unit has a defined role in call coaching and service improvement, using insights from complaints and client feedback to support consistent, client centred practice and capability development across the Claims Management Group.

The team contributes to organisational integrity and accountability by maintaining accurate complaint records, analysing complaint and feedback data, and providing insights that inform reporting, oversight and continuous improvement activities.

## The opportunity

The Senior Client Experience Officer is responsible for the management of complex and sensitive claims related complaints. This includes undertaking assessment, investigation and resolution activities, preparing high quality written responses, and applying sound judgement and subject matter expertise to provide advice.

In addition to its complaints management responsibilities, the role assesses call performance and engages directly with participants to provide targeted coaching aimed at strengthening capability. This coaching activity, coordinated through the broader Claims Client Experience function, supports skill development and drives continuous uplift across the Claims Management Group.

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

- Contribute to the delivery of Comcare’s purpose, Corporate Plan, and the Claims Management Strategy and Operating Model through high quality complaints resolution, call coaching and continuous improvement activities.
- Manage complex and sensitive claims related complaints, including assessment, investigation, resolution and preparation of high quality, written responses. Applying consistent, proportionate and well-reasoned judgement.
- Select, assess and document call interactions and deliver scheduled coaching sessions to build staff capability and consistent, client centred practice. Use insights from data, complaints and client feedback to inform coaching priorities and service improvement.
- Provide specialist advice and subject matter expertise on claims related complaints to internal stakeholders to support informed decision making and quality outcomes.
- Accurately record, maintain and manage complaint information, decisions and actions in relevant systems, ensuring records and data are complete, reliable, timely and supported by appropriate evidence.
- Identify emerging risks and trends arising from complaints and feedback, contributing to reporting, insights and service improvement activities.

## Our ideal candidate

Our ideal candidate is someone who thrives in a collaborative environment and contributes positively to team culture. The ideal candidate brings a constructive, uplifting energy to their work and helps create a space where people feel supported and motivated.

They demonstrate a strong work ethic, take pride in delivering high-quality outcomes, and show reliability in how they manage their responsibilities. They are also open to learning, curious, adaptable, and willing to explore new ideas, skills, and ways of working. They value feedback and see development as an ongoing part of their role.

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

1. Strong written and verbal communication skills, with the ability to explain complex matters clearly, negotiate effectively and influence outcomes in a complaints and service delivery context to achieve quality outcomes.
2. Builds respectful, collaborative relationships with diverse stakeholders and demonstrates professionalism, resilience and integrity when managing sensitive information, difficult conversations and complex or high-risk matter.
3. Shares knowledge and provides constructive feedback and coaching in a respectful and professional manner, to develop capability and achieve outcomes for the business.
4. Plans and manages own workload effectively to balance competing priorities, meeting deadlines and maintaining quality under pressure.
5. Analyses information and data to support informed decision making, and maintains accurate records and documentation in accordance with governance, legislative and organisational requirements.

## Desirable qualifications and experience

- Tertiary qualifications in a relevant field such as law, health, compensation, business or management.
- Competencies or certificates in user-centred design or service delivery.
- Experience with complaints management and resolution.
- Experience with call coaching and training.
- Experience with workers compensation or insurance schemes.

## 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.
- Public-facing responsibilities, primarily via telephone and email communications.
- Employees in this position will be expected to participate in calls that are recorded. Recorded calls you participate in as part of this role may be used for purposes of quality assurance and ongoing training and development.
- 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 **1500 words (not exceeding two pages)** 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.