



Australian Government

Comcare

Job information pack

Senior Injury Manager

APS Level 6

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

Canberra ACT, Melbourne VIC, Adelaide SA, Launceston TAS



Position details

Job reference	VN-0761556
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 or Part time
Group	Claims Management
Team	Return to Work
Unit	Injury Management
Location	Canberra ACT, Melbourne VIC, Adelaide SA, Launceston TAS
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.</p> <p>For further information on conditions of employment, please visit Working at Comcare.</p>
Applications close	Sunday, 17 August 2025 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

The Return to Work (RTW) team is responsible for enabling and supporting a high-performing claims management service to deliver better RTW outcomes in the Comcare scheme.

The team leads projects, initiatives, and pilot programs for Claims Management Group (CMG) that support the strategic priority of delivering better RTW outcomes and achieving performance targets. This also includes claims specific capability development and uplift in collaboration with Comcare's Corporate Group.

The team has a focus on RTW practice across APS agencies and works closely with other Comcare groups to drive improved prevention and RTW practice within the sector, including leading the RTW strategy for CMG.

The team includes the Injury Management team who are aligned to and work collaboratively with the Claims Operations team to deliver proactive claims management with a focus on returning injured employees to work and health.

The opportunity

The Senior Injury Manager is an injury management specialist who, as part of the RTW Team, helps to manage claims with a focus on providing clinical expertise and use of evidence-based approaches to improve return to work and health outcomes.

The Senior Injury Manager is aligned to and works collaboratively with the Claims Operations teams, engaging with all stakeholders including Claims Managers, Employees, Employers, Treating Health Practitioners and Workplace Rehabilitation Providers to achieve positive health, recovery and return to work outcomes.

This role brings qualifications and experience in health disciplines to the claims management approach and, with the Claims team, will be accountable for claim outcomes. The Senior Injury Manager reports to the Assistant Director, Injury Management and may assist with the supervision of other team members.

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

1. Contribute to Comcare's purpose, Corporate Plan and claims management strategy and operating model.

2. As part of a team, deliver injury management services in line with the claims management strategy including the achievement of claims management targets and contributing to successful completion of improvement projects. This includes monitoring claims management activities and compliance with Comcare's rules and objectives.
3. Endorse injury diagnosis, treatment plan and claim decisions and actively contribute to strategies which will enable achievement of claim outcomes.
4. Work across Comcare and our client agencies, to focus on consistent claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts.
5. Act in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements. Coach and develop team members.
6. Connect and integrate injury management with other functions of Comcare and across the APS.

Our ideal candidate

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

1. Demonstrated experience in analysing information (particularly data), risk management and using judgement to inform decisions.
2. Demonstrated ability to provide leadership to a team through motivating, mentoring and developing employees.
3. Resilient, responsive and collaborative with a commitment to individual and team outcomes.
4. Works under limited direction and is guided by policies, accepted standards and precedents.
5. Strong communication skills with experience in motivational interviewing, supportive communications and negotiating with influence.
6. Experience working in service delivery operations including in-depth knowledge of relevant statutory, regulatory and policy frameworks to provide objective advice and resolve problems of a specialised or complex nature.

Qualifications and experience

Mandatory:

- Tertiary qualifications in medical or allied health.

Highly Desirable:

- Ability to be registered with the relevant medical or allied health professional association.
- Experience in an insurance or injury compensation environment.

Work environment

Comcare supports flexible working arrangements (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 may be required to participate in routine programs to support mental wellbeing, for example wellbeing checks or group supervision.

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 the following:

- exposure to potentially distressing material
- customer or stakeholder aggression

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 no more than **1500 words (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 one **referee**, who 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.