



APS Level 4 Financial and Client Services Support Officer

\$76,640 to \$83,819 per annum plus 15.4% superannuation

Canberra ACT

WE CARE: IT'S WHAT SETS US APART.



OFFICIAL

Position Detail	
Job Reference	VN-0753074
Classification	APS Level 4
Employment Status	Ongoing A merit pool may be created and used to fill similar ongoing or non-ongoing vacancies.
Hours	Full time
Group	Claims Management
Team	Claims Administration and Income Support
Unit	Financial and Client Services
Location	Canberra ACT
Selection Process	<p>Please apply through Comcare's Current Vacancies website, providing a statement of claims with your response outlining what you could bring to this position including your skills, experience and knowledge relevant to the below job specific capabilities and role (maximum 2 pages).</p> <p>Our competitive merit process can take approximately six weeks, covering shortlisting, interviews, references, and offers. Processes may also include psychometric testing and a written assessment.</p> <p>We welcome candidates from within or outside of the Australian Public Service to apply. The Australian Public Service Commission has provided guidance which may assist with your application: Cracking the Code.</p>
Eligibility and Specific Conditions of Employment	<ol style="list-style-type: none"> 1. Australian citizenship. 2. Character clearance (Australian Criminal History Check). 3. Employee Health Declaration. 4. Six months probationary period for new engagements. 5. Ability to obtain and maintain a Baseline Security Clearance. 6. Specific Conditions: <ul style="list-style-type: none"> • 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. Hybrid working arrangements apply to this role with a minimum 2-day required attendance at the office. • Incumbents may be required to participate in routine programs to support mental wellbeing, for example wellbeing checks or group supervision. <p>For information on conditions of employment, please go to Working at Comcare.</p>
Applications Open and Close	Monday, 13 January to Tuesday, 28 January 2025 11:59pm (Australian Eastern Daylight Time)
Contact Officer	Please contact Recruitment@comcare.gov.au

Team and Role Overview

The Claims Management Group (CMG) is a key contributor to Comcare's strategic objective and purpose of delivering an effective, fully funded and sustainable workers' compensation scheme for the Australian Public Service. The Claims Management Group works with employers and employees to identify and target strategies that facilitate early and sustainable return to work or recovery at work.

The Claims Administration and Income Support team performs financial and client facing services to support the claims business in the management of claims transactions. This includes calculation and transactional processing of accounts payable and weekly incapacity benefits. The team performs reconciliations of financial information across a variety sources, identifies anomalies and addresses these within legislative and policy frameworks. The team develops and implements financial recovery programs where opportunities are identified including but not limited to overpayments and third-party recoveries.

The Financial and Client Services Support Officer is responsible for contributing to a range of Financial and Client Service functions related to claims management.

The Financial and Client Services Support Officer will undertake the registration of new Claims, Claims Contact Centre, administrative and processing tasks including payment processing within required timeframes and compliant with set procedures and the accurate receipting and recording of records. The Financial and Client Services Support Officer will contribute to the achievement of key performance indicators for the Financial and Client Services team.

Primary Responsibilities:

1. Contribute to Comcare's purpose, Corporate Plan and claims management strategy and operating model.
2. As part of a team, support the delivery of financial and client services activities under the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) to claims management operations in line with claims management strategy including the achievement of claims management targets. This includes monitoring claims management activities and compliance with Comcare's rules and objectives.
3. Sound understanding of relevant statutory, regulatory and policy frameworks in order to draw conclusions, interpret and apply guidance material and resolve problems.
4. Responsible for managing competing requests, demands and priorities.
5. Provide support in the delivery of projects to develop and improve Comcare's claims financial processing activities, as required.
6. Undertake tasks of moderate complexity, where information and advice is provided, possibly suggesting a course of action, which is taken into consideration by other decision makers. Work under general direction and escalate issues where required.
7. Assist in training, coaching, guiding, and developing less experienced colleagues, as required.
8. Work across Comcare and with external stakeholders to focus on consistent claims management, positive claim outcomes, sharing information and better practice and resolving conflicts.
9. Act in accordance with Australian Public Service (APS) and Comcare requirements including human resource, financial management and procurement requirements.
10. Connect and integrate claims financial and client services activities with other functions of Comcare and across the APS.

Job Specific Capabilities

1. Experience in financial or processing functions.
2. Ability to analyse data and to identify and mitigate risks that will impact individual and team outcomes.
3. Resilient, responsive and collaborative with a commitment to individual and team outcomes.
4. Developed communication skills with an ability to communicate clearly and effectively with colleagues and stakeholders, identifying the expectations and concerns of others.
5. Experience working in service delivery operations.

Desirable Experience

Experience working in a public sector context.

Who we are

For over thirty years, Comcare has been the national authority for work health and safety, and workers' compensation.

- **Our purpose** is to promote and enable safe and healthy work, and to minimise the impact of harm in the workplace.
- **Our mission** as a sector leader is to enhance workplace safety, prevent injury, and foster early intervention. We administer a workers' compensation scheme covering over 860,000 employees across multiple industries.
- **Our stakeholders** are central to our purpose. We partner with employees, employers, and service providers to tailor our services to their specific needs.
- **Our workforce** is flexible, diverse, respectful, and professional. We take an insight-driven, evidence and risk-based approach to our work. Comcare cares about the health, safety and wellbeing of its employees and making impactful change.

By joining Comcare, part of the Australian Public Service (APS), you will enjoy the benefits of being part of a culture which is focused on making a positive impact on the health and safety of Australians.

We demonstrate our dedication to your well-being, through a range of conditions and benefits and will actively support your pathway to career growth. We recognise that flexibility applies to all roles to assist with maintaining a positive work/life balance, however, not all types of flexible working arrangements will be suitable for all roles or circumstances, but include access to part-time work, flex-time, hybrid home/office work arrangements.



We care about making an impact.

Make a meaningful contribution to the health and safety of workers nationwide. Our experienced workforce are pioneers of safe work initiatives, including strategies to address psychosocial hazards.

- *We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work.*



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.*
- *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.

- *Flexible work for your life balance including work from home and office arrangements, and flexitime for employees up to and including the APS6 level.*



We care about growing your career.

We champion a culture of development, offering on-the-job training, support for studies, and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.

- *Investing in your career development through a range of learning options, from on-the-job training, formal training courses, support for continued professional development, up to \$5,000 per year in study assistance, as well as coaching, mentoring, and opportunities to make a difference through various working groups.*



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.

- *Annual CEO Awards recognising outstanding achievements.*

RecruitAbility Scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means you will be progressed to further assessment if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.



How do I opt into the RecruitAbility scheme?

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

Reasonable adjustments

We provide reasonable adjustments such as access, equipment, or other practical support at relevant stages of the recruitment process. Further details about the RecruitAbility scheme please go to [the Australian Public Service Commission, A Guide for applicants](#).

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 special arrangements to be made for assessment, please indicate this in your application and a member of the selection panel will contact you.

Merit Pool

A merit pool of suitable applicants may be created which can be used to fill future similar vacancies should they become available over the next 18 months.