



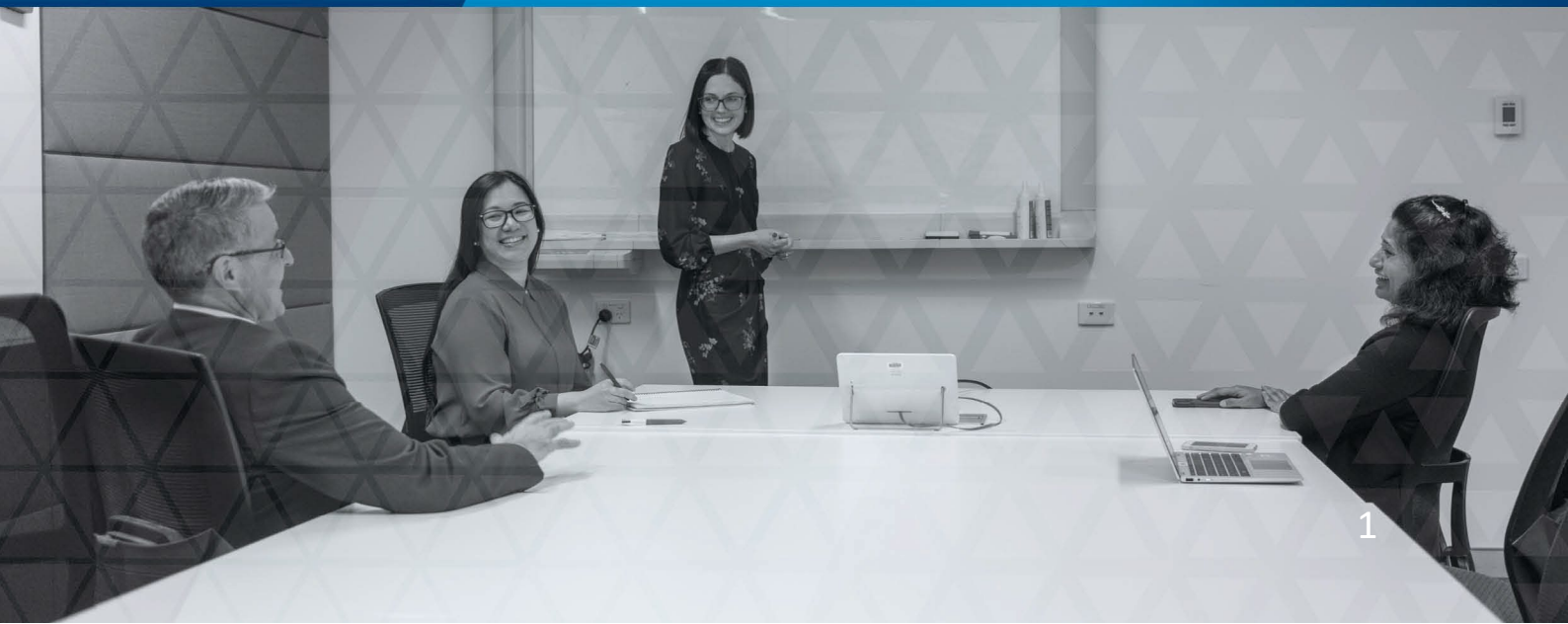
Executive Level 2
Director, Claims Client Experience
Director, Return to Work
Director, Contracted Services*

\$149,044 to \$169,128 per annum plus 15.4% superannuation

Adelaide SA, Brisbane QLD, Canberra ACT, Darwin NT, Launceston TAS, Melbourne VIC,
Newcastle NSW, Perth WA, Sydney NSW

*Please note Director Contracted Services is only available in Canberra ACT, Melbourne VIC

**WE CARE: IT'S WHAT
SETS US APART.**



OFFICIAL

Position Detail	
Job Reference	VN-0748538
Classification	Executive Level 2 (multiple roles)
Employment Status	Ongoing / Non-ongoing A merit pool may be created and used to fill similar ongoing or non-ongoing vacancies
Hours	Full-Time
Group	Claims Management Group
Team	Claims Client Experience / Claims Contracted Services / Claims Return to Work
Location	Director Claims Client Experience / Director Return to Work: Adelaide SA, Brisbane QLD, Canberra ACT, Darwin NT, Launceston TAS, Melbourne VIC, Newcastle NSW, Perth WA, Sydney NSW Director Contracted Services: Canberra ACT, Melbourne VIC
Selection Process and How to Apply	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 Job Specific Capabilities for the role you are applying for (maximum 2 pages). If applying for multiple roles, please ensure you address all Job Specific Capabilities as outlined in the position descriptions. Our competitive merit process takes approx. six weeks, covering shortlisting, interviews, references, and offers. Processes may also include psychometric testing and a written assessment. We welcome candidates from within or outside of the APS to apply. For more information please go to how to apply for jobs in the Australian Public Service .
Eligibility and Specific Conditions of Employment	<ol style="list-style-type: none"> 1. Australian citizenship. 2. Character clearance (police records check). 3. Health clearance. 4. Six months probationary period for new engagements. 5. Ability to obtain and maintain a Negative Vetting 1 Security Clearance. <p>For information on conditions of employment, please go to Working at Comcare.</p>
Applications Open and Close	Monday 23 September 2024 to Monday, 7 October 2024 at 11:59pm (Australian Eastern Daylight Savings Time)
Contact Officer	Please contact Recruitment@comcare.gov.au

Director, Claims Client Experience

The Director, Claims Client Experience leads a team responsible for enhancing the claims experience of Comcare's clients including employees, employers and other stakeholders.

The Director is responsible for the management of the Claims Complaints and Feedback function which co-ordinates and responds to complaints associated with the management of workers' compensation claims. The Director works closely with CMG's Claims Operations function to support a "lessons learned" approach and a continuous improvement focus to ensure high quality claims management service delivery.

The Director works collaboratively across Comcare and the Claims Management Group. The Director reports to the Senior Director, Claims Enablement and may manage team members across multiple locations. The Director is responsible for leading the Governance team through the operationalisation of legislation and policy changes, continuous improvement activities and engagement with stakeholders to establish CMG position on matters without scheme guidance.

Director, Contracted Services (Canberra or Melbourne only)

The Director, Contracted Services leads a team responsible for the management of contracts including third-party claim service providers, Clinical Panel and Independent Medical Examination (IME) service providers. The Director is responsible for monitoring the use of Comcare delegations by individuals in Australian Public Service (APS) agencies external to Comcare, and the contract management and performance of third-party service providers supporting those agencies. The team works closely with the agencies involved and service providers to achieve positive outcomes for employees and employers.

The Director, Contracted Services works to ensure Comcare's claims management strategy is reflected in the delegated claims services, Clinical Panel and IME models and that better practices are shared across Comcare and the Claims Management Group. The Director reports to the Senior Director, Claims Enablement and may manage team members across multiple locations. The Director is responsible for ensuring the team's timely and efficient delivery of a range of enabling and supporting functions critical to delivering a high performing claims management service.

Director, Return to Work

The Director, RTW leads a multi-disciplinary team responsible for enabling and supporting functions critical to delivering a high-performing claims management service and practice. The team has a focus on RTW practice across APS agencies and leads projects/initiatives designed to improve RTW performance and outcomes. The team also facilitates a community of practice for the Injury Management team to maintain a contemporary and evidence-based approach to better practice claims management and RTW interventions.

The Director works collaboratively across Comcare and the Claims Management Group. They will lead projects and initiatives to deliver improved RTW outcomes and service for our clients. The Director is responsible for ensuring the team's timely and efficient delivery of a range of enabling and supporting functions critical to delivering a high performing claims management service.

The Director reports to the Senior Director Claims Enablement and may manage team members across multiple locations.

For further information including the Job Specific Capabilities on each role, please refer to the Position Descriptions attached below.

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 \$4,000 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.

Position Description

Title	Director, Claims Client Experience	Group	Claim Management
Classification Level	EL2	Team	Claims Client Experience
Reports to	Senior Director, Claims Enablement		
Team Overview	<p>The Claims Client Experience team is responsible for enhancing the claims experience of Comcare’s clients including employees, employers and other stakeholders.</p> <p>The team develops methods to determine claims’ stakeholder experiences and identify projects and initiatives to improve the service for our clients.</p> <p>The team contributes to the Client Centric Services strategic priority including uplifting our capability in co-design/human centred design.</p> <p>The team is responsible for Comcare’s Claims Management Group (CMG) Claims Governance function and the Claims Complaints and Feedback Team who is responsible for leading and coordinating CMG’s response and input to complaints associated with the management of workers’ compensation claims.</p> <p>The team coordinates communities of practice across employer, provider and employee experience to ensure the client voice is part of our policies and procedures.</p>		
Position Overview	<p>The Director, Claims Client Experience leads a team responsible for enhancing the claims experience of Comcare’s clients including employees, employers and other stakeholders.</p> <p>The Director is responsible for the management of the Claims Complaints and Feedback function which co-ordinates and responds to complaints associated with the management of workers’ compensation claims. The Director works closely with CMG’s Claims Operations function to support a “lessons learned” approach and a continuous improvement focus to ensure high quality claims management service delivery.</p> <p>The Director works collaboratively across Comcare and the Claims Management Group. The Director reports to the Senior Director, Claims Enablement and may manage team members across multiple locations.</p> <p>The Director is responsible for leading the Governance team through the operationalisation of legislation and policy changes, continuous improvement activities and engagement with stakeholders to establish CMG position on matters without scheme guidance.</p>		
Primary Responsibilities	<p>The Director is required to:</p> <ol style="list-style-type: none"> 1. Contribute to Comcare’s purpose, Corporate Plan, the claims management strategy and operating model. 2. Deliver Comcare’s client experience functions in line with the claims management strategy including the achievement of claims management targets and contributing to successful completion of improvement projects. 3. Be accountable for improving claims client experience including measurement of this experience and leadership of improvement projects and initiatives. 4. Lead the claims complaints function to deliver CMG’s response and input to complaints associated with the management of workers’ compensation claims. 5. Deliver reporting and analysis on feedback and complaint themes to Claims Operations to inform continuous improvement opportunities for an improved client experience. 6. Operate under broad direction and exercise a significant degree of independence. 		



Position Description

	<ol style="list-style-type: none">7. Work across Comcare and with providers and other stakeholders, to focus on the delivery of consistent claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts.8. Lead a team in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements.9. Develop and manage teams including working with teams to ensure appropriate resourcing for different functions.10. Connect and integrate claims client experience with other functions of Comcare and across the APS including leading Comcare's representation and activities. This includes keeping up to date with Customer Experience best practice.11. Establish and maintain key strategic internal and external stakeholder relationships through periods of change, resolving conflicts and managing sensitivities. Including representing Claims management group and Comcare on internal committees and boards, and external working groups, and ensuring communication back to the Directors and group were relevant12. Develop budgets and manage finances, contracts, procurements, people and expenditure within the team.13. Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices consistent with the APS Code of Conduct and APS Values.14. Oversee and manage recruitment and workforce planning processes.
Qualifications	<p>Highly Desirable</p> <ul style="list-style-type: none">• Tertiary qualifications in a relevant field such as arts, law, health, compensation, data and analytics, business or management.• Competencies or qualifications in user-centred design and/or service delivery.• Competencies or certificates in Agile project management
Security Clearances	Negative Vetting 1
Job Specific Capabilities	
1.	Demonstrated strategic thinking skills, risk management skills, and judgement in making decisions in a highly complex and sensitive service delivery environment.
2.	Proven responsiveness, collaboration and outcomes focus at an organisational, team and individual level.
3.	Demonstrated leadership that is resilient, inclusive, clear on roles and responsibilities, and relevant to internal and external stakeholders.
4.	Excellent communication skills with a proven ability to negotiate and communicate with influence including experience in motivational interviewing and supportive case management.
5.	Demonstrated stakeholder relationship management skills applicable to working with client APS agencies, compensation claimants and other stakeholders
6.	Experience working with service providers including procurement and contract management arrangements.
7.	Excellent analytical skills, particularly in relation to information, data and evidence along with strong data knowledge and experience.
8.	Demonstrated experience working in service delivery operations with a focus on client experience and user-centred design or similar discipline

Position Description

Title	Director, Return to Work	Group	Claims Management Group
Classification Level	EL2	Team	Claims Return to Work
Reports to	Senior Director, Claims Enablement		
Team Overview	<p>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.</p> <p>The team leads projects, initiatives, and pilots for CMG to support the strategic priority to deliver better RTW outcomes, group focus areas, and performance targets.</p> <p>The team focuses on RTW practice across APS agencies and works closely with other Comcare groups to drive better prevention and RTW practice within the sector, including leading the RTW strategy for CMG.</p> <p>The team facilitates and leads the Injury Management team who work closely with Operations (Claims Management practice).</p> <p>The team leads the claims specific capability development and uplift in collaboration with Comcare's Corporate Group.</p>		
Position Overview	<p>The Director, RTW leads a multi-disciplinary team responsible for enabling and supporting functions critical to delivering a high-performing claims management service and practice. The team has a focus on RTW practice across APS agencies and leads projects/initiatives designed to improve RTW performance and outcomes. The team also facilitates a community of practice for the Injury Management team to maintain a contemporary and evidence-based approach to better practice claims management and RTW interventions.</p> <p>The Director works collaboratively across Comcare and the Claims Management Group. They will lead projects and initiatives to deliver improved RTW outcomes and service for our clients.</p> <p>The Director is responsible for ensuring the team's timely and efficient delivery of a range of enabling and supporting functions critical to delivering a high performing claims management service.</p> <p>The Director reports to the Senior Director Claims Enablement and may manage team members across multiple locations.</p>		
Primary Responsibilities	<ol style="list-style-type: none"> 1. As a senior leader in Comcare, contribute to Comcare's purpose, Corporate Plan, the claims management strategy and operating model. 2. Deliver Comcare's RTW functions in line with the claims management focus and operating model including the achievement of claims management targets and contributing to successful completion of improvement projects. 3. Be accountable for improving Comcare's RTW outcomes. 4. Focused externally to understand and incorporate best practice RTW into Comcare and CMG. 5. Lead projects and initiatives to delivery strategic priorities and performance targets for CMG 6. Operate under broad direction and exercise a significant degree of independence. 7. Work across Comcare and with providers and other stakeholders, to focus on the delivery of consistent claims management to drive RTW outcomes. 		



Position Description

	<ol style="list-style-type: none">8. Develop budgets and manage finances, contracts, procurements, people and expenditure within the team.9. Participate in corporate learning and development activities.10. Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices consistent with the APS Code of Conduct and APS Values.11. Lead a team in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements.
Qualifications	<p>Highly Desirable</p> <ul style="list-style-type: none">• Tertiary qualifications in medical, allied health or business administration <p>Desirable</p> <ul style="list-style-type: none">• Experience in an insurance or injury compensation environment.• Experience in leading teams with a focus on RTW outcomes
Security Clearances	Negative Vetting 1
Job Specific Capabilities	
1. Demonstrated strategic thinking skills, risk management skills and judgement in making decisions in complex and sensitive service delivery environment.	
2. Proven responsiveness, collaboration and outcome focus at an organisational, team, and individual level.	
3. Demonstrated leadership that is resilient, inclusive, clear on roles and responsibilities, and relevant to internal and external stakeholders.	
4. Excellent communication skills with a proven ability to negotiate and communicate with influence including experience in motivational interviewing and supportive case management.	
5. Demonstrated experience working with legislation in service delivery operations	
6. Demonstrated experience in injury management in compensation environments as well as knowledge and experience in RTW functions	
7. Excellent analytical skills, particularly in relation to information, data and evidence.	



Position Description

Title	Director, Contracted Services	Group	Claims Management
Classification Level	EL2	Team	Claims Contracted Services
Reports to	Senior Director, Claims Enablement		
Team Overview	<p>The Contracted Services team administers Comcare’s delegated claim arrangements including procurement and contract management of third-party claim service providers, delegations to agency employees, and monitoring of overall performance of claims managed through these arrangements. The team is also responsible for procurement, contract management and performance monitoring of Comcare’s Independent Medical Examination service providers and the Clinical Panel, which consists of medical and allied health professionals. The team have a focus on effective and efficient contract management arrangements to deliver high quality claim management services to achieve positive outcomes for employees and employers.</p>		
Position Overview	<p>The Director, Contracted Services leads a team responsible for the management of contracts including third-party claim service providers, Clinical Panel and Independent Medical Examination (IME) service providers. The Director is responsible for monitoring the use of Comcare delegations by individuals in Australian Public Service (APS) agencies external to Comcare, and the contract management and performance of third-party service providers supporting those agencies. The team works closely with the agencies involved and service providers to achieve positive outcomes for employees and employers.</p> <p>The Director, Contracted Services works to ensure Comcare’s claims management strategy is reflected in the delegated claims services, Clinical Panel and IME models and that better practices are shared across Comcare and the Claims Management Group.</p> <p>The Director reports to the Senior Director, Claims Enablement and may manage team members across multiple locations. The Director is responsible for ensuring the team’s timely and efficient delivery of a range of enabling and supporting functions critical to delivering a high performing claims management service.</p>		
Primary Responsibilities	<ol style="list-style-type: none"> 1. Oversee Comcare’s claim delegation including the performance management of claims management providers. Ensuring the claim decisions adhere to legislative requirements, are timely and drive RTW outcomes. Ensure the Senior Director, General Manager and other Comcare stakeholders are informed and consulted on high risk or critical decisions or trends. 2. As a senior leader in Comcare, contribute to Comcare’s purpose, Corporate Plan, claims management strategy and claims management projects and initiatives. 3. Deliver Comcare’s delegated claims services functions 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 delegated claims management activities and compliance with Comcare’s rules and objectives. 4. Deliver an efficient and effective Clinical panel service for Comcare’s Claims Management Group (CMG) that helps to deliver the strategic priorities for CMG. 5. Deliver an efficient and effective IME service for CMG that complies with the IME guide and drives Claims Management outcomes. 6. Operate under broad direction and exercise a significant degree of independence. 		



Position Description

	<ol style="list-style-type: none"> 7. Develop budgets and manage finances, contracts, procurements, people and expenditure within the team. 8. Participate in corporate learning and development activities. 9. Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behavior and practices consistent with the APS Code of Conduct and APS Values. 10. Work across Comcare, our client agencies and with providers and other stakeholders, to focus on the delivery of best practice claims management, positive claim outcomes, sharing information and better practice, and resolving conflicts. 11. Lead a team in accordance with APS and Comcare requirements including human resource, financial management and procurement requirements. 12. Develop and manage teams including working with teams to ensure appropriate resourcing for different functions in line with claim numbers, agencies, injury types and outcomes. 13. Connect and integrate delegated claims management arrangements with other functions of Comcare and across the APS including leading Comcare's representation and activities. 14. Deliver a high-quality clinical panel function/service that supports operations to drive RTW outcomes and ensures a sustainable scheme for the future. 15. Manage the efficient and effective delivery of contracted IME services ensuring compliance with relevant SLAs.
<p>Qualifications</p>	<p>Highly Desirable</p> <ul style="list-style-type: none"> • Tertiary qualifications in a relevant field such as law, health, compensation, business or management. • Experience in an insurance or injury compensation environment. <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in a public sector context
<p>Security Clearances</p>	<p>Negative Vetting 1</p>
<p>Job Specific Capabilities</p>	
<p>1.</p>	<p>Demonstrated strategic thinking skills, risk management skills and judgement in a highly complex and sensitive service delivery environment.</p>
<p>2.</p>	<p>Proven responsiveness, collaboration and outcomes focus at an organisational, team, and individual level.</p>
<p>3.</p>	<p>Demonstrated leadership that is resilient, inclusive, clear on roles and responsibilities, and evident to internal and external stakeholders.</p>
<p>4.</p>	<p>Excellent communication skills with a proven ability to negotiate and communicate with influence</p>
<p>5.</p>	<p>Demonstrated stakeholder relationship management skills applicable to working with client APS agencies, compensation claimants and other stakeholders.</p>
<p>6.</p>	<p>Experience working with service providers including procurement and contract management arrangements.</p>
<p>7.</p>	<p>Experience working with legislation in service delivery operations.</p>
<p>8.</p>	<p>Excellent analytical skills, particularly in relation to information, data and evidence along with strong data knowledge and experience.</p>