

## Position Description

Claims Specialist

<b>Position Title:</b>	Claims Specialist
<b>Business Unit:</b>	Contracts, Claims and Compliance
<b>Location:</b>	Tamworth
<b>Reports To:</b>	Team Leader Quality and Claims
<b>Direct Reports:</b>	Nil
<b>Parameters:</b>	Award Permanent Full Time 38 hours per week
<b>Date Prepared:</b>	12 January 2021
<b>Approved By:</b>	Executive Leader Contracts, Claims and Compliance

*Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.*

*Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.*

*Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.*

*There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.*

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### Purpose of the Position:

To advise, guide and support staff to achieve identified outcomes and contractual compliance within quality management systems. To ensure the accurate processing of all submissions and claims in relation to Government funded programs. (Outcome Payments, Wage Subsidies, Relocation Assistance to Take Up a Job, National Work Experience Program, Harvest Labour Trials, Path Industry Pilots, Paid Work Trials and Internships)

### Position Responsibilities and Duties:

1. Submit contractual automated claims to the Department in line with contractual requirements.
2. Provide advice and/or assistance to site managers and operational staff for claims and outcome related activities as required, problem solving issues to solution.
3. Identify and monitor claims compliance issues and trends and report to manager.
4. Provide internal systems advice and support as required.
5. Complete data entry into organisational and agency systems in a timely and accurate manner as required.
6. Keep abreast of contractual changes and trends and apply this knowledge to daily duties and responsibilities.

## Position Description

Claims Specialist



7. Participate effectively as a Contracts, Claims and Compliance team member sharing knowledge and communicating openly to ensure continual improvement of the team.
8. Regularly liaise with sites regarding progress of claims in relation to Government funded programs.
9. Gather relevant evidence to support client outcome claims and make claims.
10. Maintain claims tracking system to ensure appropriate contact is maintained and timely claims lodgement.
11. Building employer relationships and participate in marketing activities.
12. Submit discrepancies and overrides as required in line with Government contractual requirements.
13. Work from varied office locations as requested to support Joblink staff in understanding Claims requirements.
14. Other duties as requested.

### General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

### Organisational Environment

This role is based in the Tamworth Office but will be supporting the NENW and FWO footprint.

### Essential Competencies, Qualifications and Experience

<b>Skills &amp; Knowledge</b>	Written and verbal communication skills Ability to build rapport and sustain working relationships Business development, marketing and networking capability Time management and able to multitask and meet strict deadlines Accuracy and attention to detail Sound judgement, problem solving and logical thinking Administration, reporting, computer applications including MS Office Suite Knowledge of the local labour market Knowledge of Privacy and Confidentiality principles Knowledge of services and other related program contracts
<b>Experience</b>	Previous Administration, Call Centre or Marketing experience
<b>Qualifications</b>	Current C class drivers' licence Satisfactory Australian Criminal History Check

## Position Description

Claims Specialist

	Current and valid NSW Working with Children Check
<b>Personal Qualities &amp; Behavioural Traits</b>	<p>Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries</p> <p>Builds collaborative relationships with internal and external clients and stakeholders</p> <p>Excellent communication skills: listens to others and conveys information clearly, accurately, logically and concisely</p> <p>To be reliable and have a commitment to fulfil the position</p> <p>Ability to establish and maintain appropriate personal and professional boundaries</p> <p>Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure</p>

### Desirable Competencies, Qualifications and Experience

<b>Experience</b>	Previous experience in Government Contracts and Guidelines, specifically Employment and Disability Services.
<b>Qualifications</b>	Qualifications in Business or Employment Services

### Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.

# Position Description

Claims Specialist

## Organisational Structure



### Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

I acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

\_\_\_\_\_

Name

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Signature

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Date