



Role Statement

Role title	Team Leader, Claims	Classification	ASO7
Branch	Shared Services SA	Type of Appointment	Temporary
Section	Payroll Services	Position Number	P47737
Approved by	Delegate	Date	June 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

The Team Leader, Claims is accountable to the Manager, Work Injury Services with responsibility for providing leadership, advice and guidance to claims management staff and ensuring the delivery of an effective and efficient claims management service.

The role is responsible for the management of a workers' compensation high risk/complex claims portfolio for SA public sector client agencies in accordance with the relevant legislation, regulations, SA Public Sector Injury Management Standards and Public Sector Performance targets.

What this role is responsible for

- Managing the delivery of complex workers compensation claims for SA public sector client agencies, including assessing, investigating, reviewing, negotiating and determining workers compensation claims and weekly and interim entitlements; approving medical treatment, redemption settlements and managing disputation; and assessing Section 56/58 lump sum payments in accordance with the relevant legislation, regulations, government policies and Performance Standards for Self Insurers.
 - Leading a team of claims management staff within Work Injury Services by providing leadership, support, guidance and direction to ensure a high level of service delivery is maintained.
 - Delivering professional and significant expertise in workers compensation claims advisory and consultancy services to business units, SA public sector client agencies and stakeholders to ensure that injured employees receive fair and accurate compensation.
 - Delivering training services to SA public sector client agencies, including managers and supervisors, in relation to all aspects of workers compensation claims management.
 - Developing and maintaining strong and effective working relationships to support the effective exchange of information with managers, supervisors, injured employees, medical practitioners, external providers and union/legal representatives regarding workers compensation matters.
 - Developing workers' compensation reporting mechanisms and ensuring regular, timely and accurate reports regarding workers compensation services are delivered to SA public sector client agencies.
 - Developing, implementing and reviewing injury management and workers compensation claims management policies, procedures and processes for continuous improvement of the Injury Management Model.
 - Leading the delivery of assigned projects and initiatives in a timely manner, that address specific objectives and contribute to the continuous improvement of workers compensation services, expert advice and information.
 - Representing SA public sector client agencies on any disputed claim matters held at the SA Employment Tribunal.
 - Assisting the Manager, Work Injury Services in contacting SA public sector client agencies to ensure customer service standards are maintained in accordance with the Memorandum of Administration Agreements service standards.
 - Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
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Who this role reports to

- Manager, Work Injury Services

Key Relationships/Stakeholders

The Team Leader, Claims provides leadership, support and direction to ASO6 and ASO4 claims management staff and is required to liaise with:

- All key stakeholders including injured employees, their representatives (e.g. unions and lawyers), SA Employment Tribunal, Regulatory Authorities, and various service providers.
- SA public sector client agency decision-makers and Return to Work Coordinators.
- Medical Practitioners, other external medical and return to work service providers, Regulatory Authorities and managers, supervisors and Human Resource staff within SA public sector client agencies.
- Return to Work SA.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - ☐ National Police Check
 - ☐ General Employment Probity Check
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - ☒ Other: SA Police clearance
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- Relevant tertiary qualifications and/or equivalent knowledge of personal injury or work injury management, workers compensation legislation or demonstrated significant experience in the application of claims management principles.
- Demonstrated experience in analysing, developing and implementing injury management strategies to achieve safe and successful recovery and return to work outcomes.
- Demonstrated experience in managing workers compensation claims, including billing for activities undertaken and assessing, investigating, negotiating and determining complex workers compensation claims, entitlements and lump sum payments.
- Extensive knowledge of the *Return to Work Act 2014*, Regulations, SA Public Sector Injury Management Standards, precedent case law, management system principles and associated policies, procedures, and methodologies.

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- Demonstrated experience in building high performance teams that reflect diversity, effectively supervising staff, allocating tasks, reviewing and monitoring performance, while proactively leading and motivating staff to work collaboratively to achieve agreed outcomes.
- Proven knowledge of, and ability to apply, medical and legal terminology associated with the factors influencing the management of work-related injuries and illnesses.
- High level organisational skills, including the proven ability to manage high volumes of work, remain calm and professional under pressure and determine priorities to meet strict timelines.
- Demonstrated ability to work with minimal supervision and participate as a team member to achieve agreed outcomes.
- Demonstrated experience in providing expert analysis, advice and technical expertise in interpreting and consulting on aspects of relevant legislation, regulations, policies and performance standards relating to workers compensation and attendance to dispute matters at the SA Employment Tribunal, including undertaking Reconsiderations.
- Proven experience in effectively communicating and negotiating with a diverse range of clients at various levels and demonstrating successful problem solving, conflict resolution and decision-making techniques in the workers compensation environment.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Experience in analysing claims management data and providing recommendations for system / performance improvement.
- An understanding of Human Resources and Industrial Relations principles.
- Experience in the maintenance of computer-based rehabilitation and claims management systems.

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