

Position Title	Claims Officer	Date Approved	January 2017
Reports To	Claims Team Leader	Location	Brisbane
Employment Term	Full Time		

Position Purpose	<p>To work with CoAct members site staff to prepare and submit outcome claims. This role will be responsible for ensuring members have suitable and required documentary evidence to make the claim, and that it is submitted accurately and within the agreed timelines.</p> <p>The role is responsible for processing these payments on behalf of the CoAct member, and is expected to work in close collaboration with the members providing support, education and guidance on all outcome claims.</p>
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	Key Accountability Areas	Key Responsibilities	Success Criteria
1	Claim Lodgement	<ul style="list-style-type: none"> Provide members with a weekly action list on documentary evidence requirements identifying any key risk areas, and lodge claims once materials are returned. Facilitate and host teleconferences to collaboratively discuss documentary requirements. Enter and maintain rate reduction status and claims lodged into CoAct Jobready system Use DoE and CoAct tools to determine optimal outcomes which maximize value and performance weightings Assess the validity of the documentary evidence before lodging claims, and collaborate with members to seek further evidence if required. Maintain claims data and retain appropriate evidence 	<ul style="list-style-type: none"> Outcome claims are lodged in the Jobready system as per the service standards and individual targets Quality information is presented at teleconferences and they are conducted in a professional manner. Maximize outcome value and performance weighting All data and required commentary is entered into the Jobready System in a timely and accurate manner All outcome claims lodged adhere to the documentary evidence and outcome claims guidelines at all times Claims data and evidence is kept on file.
2	Member Support	<ul style="list-style-type: none"> Provide high levels of support to members including education, provision of resources and compliance governance 	<ul style="list-style-type: none"> The claims team works effectively as a groups and effective service provision is provided to members. A collaborative and effective communicative relationship is formed with members

	Key Accountability Areas	Key Responsibilities	Success Criteria
		<ul style="list-style-type: none"> Identify examples of service innovation that contribute to network wide performance and compliance improvements and best practice learning to improve member performance Embrace Jobready as the central repository for recording all member interactions 	<ul style="list-style-type: none"> Best practice and service innovation examples are shared with the team The use of Jobready results in improved communications with members
3	Reporting	<ul style="list-style-type: none"> Ensure the Claims Manager is kept fully informed of all or any business risks such as member failure to comply with Provision of Services Agreement, Guidelines or Deed or any significant staffing changes within the membership Provide weekly reports to the Claims Manager on performance, progress on achievement of agreed and set KPI's Provide relevant reports to the National Employment Services Manager as requested 	<ul style="list-style-type: none"> Required information is shared with the Claims Manager. All reporting requirements to be accurate and submitted within the required timeframe.
4	Post Placement Support	<ul style="list-style-type: none"> Complete service delivery for post placement support during busy periods. Activities include achieving individual outcome targets relating to outcomes, making contact with clients as per the minimum contact requirements, completing risk assessments, implementing strategies to ensure placement continuity and engaging with employers. 	<ul style="list-style-type: none"> Individual outcome targets are achieved within specific timeframes Each placement has a risk assessment in place that aligns with contract requirement Minimum contract requirements are met with successful client interaction Strong relationships are maintained with all stakeholders including jobseekers, employers, community organisations and employment consultants to related successful employment outcomes

SELECTION CRITERIA	
Values	<ul style="list-style-type: none"> Understanding of and commitment to living the Values of CoAct. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged job seekers.
Competencies	<ul style="list-style-type: none"> Communications - 1 Collaboration and Partnership - 1 Self Management - 1 Results orientation - 1
Personal Attributes	<ul style="list-style-type: none"> High level of skill in written communication including a demonstrated capacity to prepare detailed correspondence Personal values including a commitment to a team-based approach to management, a commitment to social justice and ethical approaches to work Strong problem solving and analytical skills with the ability to interpret a broad range of information including performance data, contracts and deeds.

SELECTION CRITERIA

	<ul style="list-style-type: none"> • Ability to work both autonomously and cooperatively within a multi-skilled team environment and contribute to continuous improvement of our practices • Strong attention to detail
Required Experience	<ul style="list-style-type: none"> • Extensive experience in assessing and lodging claims in employment and related services; • Demonstrated experience in developing thorough contract knowledge and its application in service delivery. • Industry experience working in Employment Services • Analyse and interpret contractual documents and guidance material • Ability to plan and prioritise own work • Ability to accurately record and lodge data • Understanding of the key performance drivers underpinning the performance and compliance framework • Ability to be a productive member of a team and contribute to continuous improvement of our practices • High order negotiation and liaison skills. • Ability to advise managers on development of effective systems to ensure performance • Understanding of the key financial drivers underpinning delivery of contracts
Desirable Experience	<ul style="list-style-type: none"> • Experience within a member-based and/or community service organisation
Desirable Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent experience with the employment services or a similar type sector

CoAct Values

At CoAct we:

- Leadership: The courage to shape a better future
- Collaboration: We believe in the power of many
- Creativity: We challenge ourselves to innovate by always thinking differently
- Respect: We value all those we work with and the contribution that they make
- Integrity: The confidence to act fairly, ethically and openly in all the we do