

WPOSITION DESCRIPTION

POSITION TITLE:	DES Claims Officer
LOCATION:	Gold Coast / Tweed
REPORTING TO:	Operations Support Co-ordinator
DEPARTMENT:	Disability Employment Services

PURPOSE STATEMENT

Processing DES funded claims in accordance with Guidelines and manage Wage Subsidies

THE ROLE

The Claims Officer is responsible for the lodgment of all claims in the ESS System. The Claims Officer will ensure correctness of documentary evidence prior to the lodgment of a claim. The Claims Officer will work closely with the Area Manager's to ensure all claims are lodged in a timely manner. It involves collating work evidence documentation and submitting Outcome claims for payment. Other duties will include processing wage subsidies and advising Employment Consultants on Outcome guideline complexities. Daily collaboration with Area Managers on claims tracking to outcome is a critical role.

OUR PURPOSE

- Connecting to their community through participation in paid work
- Engaging in social and lifestyle activities to enhance involvement in the community
- Working with young school leavers with a disability to take part in work or training post school
- Creating strong partnerships with community, industry and government to promote disability employment
- Investing in social enterprise opportunities.

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Operations Support Coordinator.

PRIMARY DUTIES

- Understand and apply accounting principles in daily work relating to submitting Claims
- Ensure ONLY eligible claims are submitted in accordance with Outcome Guidelines and Documentary Evidence Guidelines

- Contribute to developing a culture within the Support Team that encourages learning, unity and commitment to the organisation's vision, pursuit of excellence and achievement of high quality services
- Follow up wage subsidy evidence and complete calculator for instalment payments;
- Identify and monitor claims compliance issues and trends and report to manager;
- Collect and collate the required documentary evidence to substantiate an outcome claim and submit to for claiming;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

- Skills Written and verbal communication with the ability to build rapport and sustain working relationships;
- Contractual compliance monitoring;
- Time management, able to multitask and meet strict deadlines;
- Research & analysis;
- Problem solving & logical thinking;
- Sound judgement & decision making;
- Excellent attention to detail;
- Process focused;
- Administration, reporting, computer applications, MS Office Suite;
- Good Microsoft Excel skills;
- Behavioural Resilience Teamwork Organised;
- Knowledge of government contracts and guidelines;
- Privacy and confidentiality principles.

QUALIFICATIONS

- National Police Check;
- Drivers Licence;
- Outcome Claims Experience;
- Experience Contract management within Employment or Disability Services.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____