

## Position Description

# WorkSafe Advisor (Multi-Skilled)



<b>Classification band:</b>	Band 6
<b>Position number:</b>	Various
<b>Business unit:</b>	Business Operations
<b>Division:</b>	Advisory Services
<b>Employment type:</b>	Full time, fixed term
<b>Position reports to:</b>	WorkCover Team Leader – Advisory Service
<b>Direct reports:</b>	Nil
<b>Work location:</b>	Geelong

At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us.

Our organisation is undergoing major transformation, with relocation of our Headquarters to Geelong and implementation of **WorkSafe 2030**. As we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

### Our Values

The work we do is important because we impact upon many people's lives, every day. We have responsibility to ensure that our values guide us in everything we do.



### Purpose

The purpose of this position is to provide the highest standard of client service by utilising technical and specialist knowledge to provide accurate, consistent and timely information and advice to clients and the general community on WorkCover related issues.

## Key accountabilities

- Inform, educate and advise stakeholders in the application and implementation of procedures, processes and the interpretation of policy and legislation
- Liaise in a professional manner with all WorkSafe Victoria stakeholders and the general community
- Manage stakeholder concerns and issues through to resolution and provide information to stakeholder to assist in their understanding of the solution or process
- Manage issues efficiently and effectively within scope of authority and escalate those outside policy, precedence or authority level
- Identify opportunities and develop initiatives to improve the way service is provided to clients
- Assist stakeholders to develop their initiatives by providing expert advice in relation to the subject matter
- Actively contribute to identifying options and ideas, based on client interaction and changes to legislation or WorkSafe policies and procedures, to support the development of business solutions aimed to improve the client experience
- Act as Subject Matter Expert (SME) as required on Advisory Service projects aimed to improve the efficiency and effectiveness of our client service
- Utilise the telephone information system and contribute personal day to day experience of call types to assist in identifying and analysing trends, which then forms the basis of communicating information to other stakeholders or improving services provided by the Advisers
- Utilise effective and efficient analysis techniques and research to support the issue resolution requirements of clients and stakeholders.
- Provide administrative support through the completion of all processes and reporting within agreed timeframes
- Monitor own compliance to policy and procedures and ensure a high level of data integrity in all required processes
- Assist in the identification of “Continuous Improvement Initiatives”

## Key relationships

- Victorian Community
- Insurance Business Unit
- WorkCover Agents
- Group Leaders – OH&S
- Team Leaders – Advisory
- Senior Licensing Officers

## Requirements of the position

### Skills and experience

- Knowledge of Accident Compensation Act, Workplace Injury Insurance system, Claims Management model or Occupational Health & Safety Act is highly desirable however it is not mandatory.
- Demonstrated front line customer service experience in an environment focussed on the needs of our clients
- Strong analytical and problem solving skills with a high degree of judgement, discretion and decision making ability.
- Offering services focused on our stakeholders is about understanding who they are, what benefits and services they expect to receive from interacting with us and their overall reason and purpose for interacting with us.
- Demonstrating to our stakeholders that we understand their unique situation and their needs, treating them with empathy and respect and giving them the opportunity to have their voice heard.
- Proven ability to coordinate and integrate a wide range of activities
- Highly developed interpersonal, negotiation, presentation and communication skills, including the ability to write clearly and succinctly.
- Demonstrated organisational skills and the ability to work under pressure and within tight timeframes with minimal supervision.
- Wide experience in a client service environment and a sound understanding of issues affecting, and services available to injured workers or similarly impacted clients.
- Demonstrated ability to communicate at a high standard across all levels of management.
- Demonstrate passion for learning to master new operational and technical skills.
- Demonstrated ability to develop and maintain teamwork within a sensitive environment.
- Demonstrated ability to use computer technology to perform functions of the position effectively.

### Attributes and approach

- A genuine passion for customer service
- Enthusiastic
- Motivated
- Resilient
- Empathetic