

Position Title	Complex Claims Officer	Classification	Level 3/4
Number	Generic	Group	Insurance Operations
Reports to	Team Coordinator (Complex Claims)	Division	Motor Injury Insurance
Supervises	0	Section	CTP

Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages RiskCover, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Divisional Overview

The Motor Injury Insurance Division manages all personal and fatal injury claims resulting from motor vehicle crashes that involve Western Australian licensed vehicles. The key goals of the Division are to ensure the Motor Injury Insurance Funds are fully funded, to provide affordable premiums to owners of Western Australian licensed motor vehicles, and to provide a claims system that treats claimants fairly and delivers equitable outcomes.

Position Overview

To manage a portfolio of complex common law motor vehicle personal injury claims to achieve timely and equitable outcomes in line with key performance targets.

Position Responsibilities

- Proactively manages a portfolio of complex common law motor injury claims to a satisfactory resolution in line with key performance targets, and the objectives of the team and the division.
- Conducts informal and pre-trial settlement conferences.
- Complies with performance standards, established guidelines and standard operation procedures.
- Formulates and implements appropriate strategies and action plans on all claims to ensure they are moving towards resolution.
- Assesses recommends and incurs quantum of damages on common law claims in accordance with delegations.

- Negotiates settlement of common law claims in accordance with delegations.
- Requests and reviews medical reports and determines further action on claims.
- Authorises and arranges medical and other specialist examinations pursuant to Section 30 of the Motor Vehicle (Third Party Insurance) Act.
- Authorises and arranges surveillance and factual investigations.
- Authorises and arranges employment enquiries.
- Explores commencement of proceedings in accordance with Section 29 of the Motor Vehicle (Third Party Insurance) Act.
- Negotiates, liaises, advises and/or instructs all parties to claim; legal, medical, other treating practitioners and claimants who are not legally presented.
- Monitors the performance of legal and other service providers.
- Reviews and determines past loss of earning capacity.
- Determines and incurs/certifies payment of special damages in accordance with delegations.
- Checks workers' compensation claims for reimbursement of expenses.
- Processes common law writs and advises Legal Panel regarding quantum and/or liability and review opinion.
- Reviews and authorises claims estimates.
- Views and assesses damages for cosmetic disabilities of claimants.
- Determines, negotiates and settles legal costs with solicitors.
- Maintains knowledge of common law claims, handling techniques, legislative changes and legal precedent in relation to third party insurance matters.

Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
- Ensures all correspondence is to a professional standard consistent with the style guide.
- Performs other duties as directed.

Work Related Requirements

Capability to:

1. Deliver customer service through building and utilising relationships to influence outcomes.
2. Work collaboratively in a team.
3. Communicate effectively both verbally and in writing with a range of stakeholders.
4. Develop and implement effective strategies in the management and negotiation of complex high value common law personal injury claims to achieve desired outcomes.
5. Think flexibly with a desire for service delivery innovation.

Pre-employment requirements

- A satisfactory National Police Clearance and Traffic Infringements Certificate no more than six months old
- 100 point identify check
- Satisfactory evidence of Australian residency status or the right to work in Australia
- Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)

Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Certification

Approved by the delegated authority and registered on:

01 February 2018