Role type

Flexible full-time

Annual Salary

$122,924 - $131,630 per annum

Contact officer

Carmel Harkin

Director – Claims

07 3035 6382

[carmel.harkin@qgif.qld.gov.au](mailto:carmel.harkin@qgif.qld.gov.au)

Job ad reference

QLD/534573/23

Closing date

Sunday, 30 June 2024

Location

1 William Street, Brisbane

About us

Queensland Treasury’s vision is a strong economy for all Queenslanders. Our purpose is to drive government priorities through our expert advice and services. As a central agency, Treasury drives the government’s plan to grow the Queensland economy and create jobs in line with the government’s economic recovery priorities and longer-term economic strategy.

Our branch

Queensland Government Insurance Fund (QGIF) is a self-insurance scheme for Government risks.  QGIF is essentially an internal funding arrangement with a structure similar to that of a commercial insurance operation.  QGIF provides services which identify liabilities on a whole-of-Government basis to ensure the establishment of adequate provisioning to fund claim payments.  QGIF also assists Government agencies to manage their property and liability insurance risks more effectively and enables Treasury to identify catastrophe risks at a whole-of-Government level.

## COMPLEX CLAIMS ADVISOR (AO7)

## Your opportunity

You will manage a portfolio of technical/complex common law personal injury claims under the PIPA including sensitive claims involving allegations of historical child abuse lodged against the various Queensland government departments.

The key responsibilities

The responsibilities and duties of the role include the following:

* **Provide** high level **technical advice** to Claims Officers on claims management strategies, in particular issues relating to the investigation of liability, assessment of damages, strategy as well as providing guidance in the negotiation of claim settlements and litigation.
* Draft and **prepare correspondence** to assist in the management of legally represented claimants.
* **Represent** QGIF during the pre-litigation phase at settlement conferences as required.
* **Undertake analysis** of complex issues and trends relating to potential claim farming and fraud and provide recommendations
* **Prepare** and present technical material concerning claims management performance.
* **Investigate, report and recommend appropriate courses of action** relating to claims management.
* **Lead** claims audits and prepare recommendations to achieve efficient and effective claims management.
* **Assess** whether to appoint external parties including private investigators, solicitors or barristers to specific cases, and if appropriate, brief, instruct, case manage and assess the performance and fees charged by these parties.

## Success criteria

To be successful in this role, you demonstrate:

* experience (at least 3 years) in managing claims under the *Personal Injuries Proceedings Act 2002*, including sensitive claims involving allegations of historical child abuse
* sound understanding of liability and causation principles and be able to apply them to specific matters
* ability to assess the quantum of personal injury claims
* skill at managing claims including negotiations, developing strategies and identifying opportunities to settle claims
* experience in managing effective relationships with internal and external stakeholders

Leadership stream

This role has been identified as an  
**Individual contributor**

### Pie graph depicting one third leadership skills and two thirds specialist and technical skills. This balance is selected to illustrate this role.Pie graph depicting one sixth leadership skills and five sixths specialist and technical skills.Individual contributor

Leading self

### Team leader

Leading others and/or projects

### Pie graph depicting five sixths leadership skills and one sixth specialist and technical skills.Program leader

Leading teams and/or programs

### Pie graph depicting full leadership skills.Executive

Leading the function

*Key: Balance of leadership and technical responsibility.*

### A picture containing shape Description automatically generatedShape Description automatically generated

Specialist/technical Leadership

Working relationships

**Reports** **to** Manager Claims

Your core capabilities

We’ll assess your merit for this role by looking at what you’ve done previously, the knowledge, skills and experience you’ve built, your potential for development and your personal qualities. The competencies below are considered to be the **most critical** for success in this role.

Vision

**Leads Strategically** – Thinks critically and acts on the broader purpose of the system.

**Demonstrates sound governance** – Maintains a high standard of practice through governance and risk management.

**Makes Insightful Decisions** - Makes considered, ethical and courageous decisions based on insight into the broader context.

Results

**Builds Enduring Relationships -** Builds and sustains relationships to enable the collaborative delivery of customer-focussed outcomes.

**Drives accountability and outcomes** – Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency.

Accountability

**Pursues Continuous Growth** - Pursues opportunities for growth through agile learning, and development of self-awareness.

To find out more refer to the [*Leadership competencies for Queensland*](https://www.forgov.qld.gov.au/leadership-competencies-queensland).

## Role requirements

Qualifications Technical/educational

There are no mandatory qualifications needed for this role, however, relevant qualifications in the legal and insurance industry are highly regarded.

How to Apply

Your **resume** detailing r**elevant** experience.

A **cover letter** of no more than two pages of outlining why you are interested in this position and how your knowledge, skills and experience make you a strong candidate for the role.

Important Information

Refer to the [*Candidate information pack*](https://s3.treasury.qld.gov.au/files/guidelines-for-applicants.pdf) for information.

**This is a Continuous Applicant Pool - Applications will be continuously reviewed and suitable ones invited to interview promptly.**