

Position Description- Claims Specialist

Purpose of this position:

This position reports to the Centralised Claims Unit (CCU) Team Leader. The purpose of the role is to ensure that all claims are processed in a complete, compliant, consistent, accurate, and timely manner and that only claims EPIC are eligible for are taken. An important part of this role is to collaborate with and educate internal stakeholders regarding claim preparation.

Key Result Areas (KRAs)	Key Accountabilities and Outcomes	Key Tasks
Claims Processing	<ul style="list-style-type: none"> Review and verify claims and documentary evidence against funding body requirements in a consistent manner Submit claims (including Special claims, Overrides, Wage Subsidies, Workplace Modification Reimbursements, etc.) within agreed timeframes Administrative tasks and follow-up 	<ul style="list-style-type: none"> Ensure each claim <ul style="list-style-type: none"> is eligible for claiming, has the correct evidence recorded in the system prior to claim lodgement, is processed in accordance with the correct procedures as outlined by the relevant funding bodies and done so in a timely manner. Review claims against funding body requirements in a consistent manner, i.e. requirements are interpreted and applied consistently across CCU and subsequently EPIC Run and download relevant reports/queries to identify all available claims, and ensure timely processing Update claims lists as claims are being processed Communicate progress in respect of claims processing to stakeholders as required, to ensure all claims are processed consistently and as soon as possible after they becomes available.
Internal Stakeholders	<ul style="list-style-type: none"> Collaborate with and educate internal stakeholders 	<ul style="list-style-type: none"> Collaborate, educate, train, mentor and coach internal customers to submit error free claims and evidence to CCU as soon as possible after they becomes available

	<ul style="list-style-type: none"> ▪ Communicate changes in requirements (e.g. Guideline changes) to internal stakeholders 	<ul style="list-style-type: none"> ▪ Collaborate with those assisting CCU in processing claims during particularly busy periods and/or during CCU employee absences. ▪ Communicate changes in requirements (e.g. Guideline updates) and EPIC's interpretation of such changes to internal stakeholders in advance. ▪ Maintain open communication with all leadership levels at EPIC
Continuous Improvement	<ul style="list-style-type: none"> ▪ Develop and implement improvements ▪ Update documentation ▪ Communicate improvements to internal stakeholders. 	<ul style="list-style-type: none"> ▪ Promote a continuous improvement culture ▪ Simplify and streamline claims processes to make it easy to get claims right the first time ▪ Develop and/or update relevant documents, forms, processes and resources in compliance with funding body requirements and improvement initiatives ▪ Communicate and implement improvements effectively and efficiently, including via Buzz resources, EVO updates and internal training as required.
Professional Development	<ul style="list-style-type: none"> ▪ Undertake appropriate professional development as agreed 	<ul style="list-style-type: none"> ▪ Enhance job and industry knowledge by participating in educational and training opportunities, reading professional publications, building and maintaining professional networks, and professional development.



Specific Requirements:

<ul style="list-style-type: none">▪ An ability to work congruently with EPIC's values and non-negotiable behaviours, including a good understanding of the key drivers of a not-for-profit organisation▪ Very strong administrative, analytical, problem solving, computing and data integrity skills and attention to detail▪ Strong communication, relationship building and influencing skills▪ An ability to rapidly acquire and apply role specific knowledge▪ Ability to work autonomously under pressure and meet deadlines	<ul style="list-style-type: none">▪ High levels of integrity and professionalism with the ability to manage sensitive issues appropriately▪ A thorough knowledge of funding body requirements▪ A Diploma level qualification (or equivalent) and/or relevant work experience in a related field/industry▪ A willingness to undertake psychometric testing to determine the ability to meet the specific requirements of the job role
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I (please print) _____ have read and understood the duties of this position description and agree to abide by these terms.

Team Member's Name _____

Manager's Name _____

Signature: _____ Date: _____

Signature: _____ Date: _____