



Job Description – Delegate

Category	Description
Job Title	Delegate
Classification	APS5
Division	Client Benefits Division

PRIMARY PURPOSE OF THE POSITION

Reporting to a Team Leader (APS 6), Delegates receive, document and review claims made by veterans (including via their advocates or representatives) seeking compensation for an injury or illness that relates to their service. Delegates make assessments of veterans' impairment and entitlements under one or more of the Veterans Entitlement Act 1986 (VEA), Military Rehabilitation and Compensation Act 2004 (MRCA), and the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA). Working within these legislative and policy guidelines, Delegates make an assessment of the level of impairment experienced by a member or veteran to make determinations about the compensation outcome that veterans may receive.

Delegates work under limited direction and make independent decisions that affect veterans. In the course of their work, Delegates access complex and sensitive health and personal information provided in support of clients' compensation claims, and also engage directly with members, veterans and/or their advocates or representatives. There is a strong need to communicate with sensitivity and respect, to maintain the confidentiality of personal information and to use careful judgement in making decisions that affect clients. Delegates must work with a high degree of integrity. While Delegates must address claims in a timely manner, there is also a need to ensure that the treatment of each claim is considered and thorough and that decisions are based on detailed consideration of all relevant sources and forms of evidence. Advice may be sought from Senior Delegates to inform assessments. Delegates also collaborate and liaise with a wide range of internal and external stakeholders to gather and/or provide information to support the assessment of claims. They have and use detailed knowledge and understanding of DVA's support payments and policies, the legislation that supports these and the records management systems and platforms that underpin their operation. Delegates operate in an environment of ongoing, largely self-directed learning, and they support others in this by sharing information, knowledge and expertise with team members.

DUTIES AND RESPONSIBILITIES

In this role, you will:

- Establish new client cases in the DVA's records management systems, and make corrections and updates to existing client records to improve data quality and accuracy



- Based on medical, health and service record information provided by clients and/or their representatives, and with reference to established criteria, make an initial assessment of, and document, client eligibility for compensation and benefits
- Interpret and apply DVA policy and legislation to identify DVA's liability to provide compensation, and to inform decisions regarding veterans' eligibility for benefits and payments
- If DVA's liability to provide compensation is established, forward claims to DVA's compensation teams so that the degree of the client's incapacity can be determined
- Obtain and examine medical and other health records and the expert opinions of medical and mental health professionals to inform an assessment of the permanence and degree of impairment experienced by a veteran or member as a result of their service
- Based on information provided by clients and/or their representatives, and with reference to established criteria, make an initial assessment of, and document, the degree to which a claimant's service contributed to their injury or illness
- Drawing on expert medical opinion, and with reference to the relevant Act, DVA policy and established criteria and guidelines, assess and determine veterans' degree of impairment and the level of compensation to which they are entitled
- Document decisions and the consideration of evidence in clients' records, ensuring the completeness and accuracy of the information reported and the provision of a detailed rationale for determinations made
- Make and maintain contact with clients and/or their representatives to confirm or seek further information, undertake a needs assessment to identify required services and benefits, explain the claims process and to keep them informed of the progress or outcomes of compensation claims
- Identify veterans who may be at risk and refer these client's cases to DVA's case management area
- Identify priority claims and escalate these to the Team Leader to be flagged for immediate assessment
- Based on a thorough assessment of the information provided, attend to and process claims efficiently to ensure the achievement of monthly KPIs, with precedence given to priority and aged claims
- Provide assistance and advice in relation to the management of escalated claims and Ministerial enquiries
- Collaborate with colleagues, and other teams across the organisation and in DVA's partner agencies to verify and share information, provide updates in relation to the progress of claims and provide or seek advice to support effective decision-making



- Drawing on DVA's online resources for formal and informal training, maintain a detailed understanding of legislation, payment schemes, systems, tools and processes and members' experiences of service
- Provide guidance and coaching to new staff to assist them to understand their role and develop familiarity with DVA's systems, processes and relevant legislation
- Contribute to and support the development and implementation of improvements and best practice in systems, processes and procedures