



Job Description - Support Officer

Category	Description
Job Title	Support Officer (Claims/Screening/Review Support Officer & Trainee Delegate)
Classification	APS 4
Division	Client Benefits Division

PRIMARY PURPOSE OF THE POSITION

Support Officers (APS 4) provide services in support of current and former serving Australian Defence Force (ADF) members seeking compensation for an injury or health condition that relates to their service. They assist in the management and processing of complex and sensitive claims to support the determination of benefits that veterans are eligible to access. Support Officers also collaborate and liaise with a wide range of internal stakeholders to gather and/or provide information to support the assessment of claims. Support Officers have and use detailed knowledge and understanding of the Department of Veterans' Affairs' (DVA) support payments and policies, the legislation that underpins these and the records management systems and platforms that support their operation. Support Officers operate in an environment of ongoing learning, and they contribute to this by sharing information, knowledge and expertise with other team members.

Support Officers work under the general direction of a senior officer. With close reference to detailed policies, guidelines and relevant legislation, they exercise judgement to make independent assessments and recommendations within their area of responsibility. Complex or difficult issues are discussed with senior officers, colleagues and other subject matter experts. While Support Officers plan their work in the context of competing priorities and must address claims in a timely manner, there is also a need to ensure that the treatment of each claim is thorough. The need for accuracy in record keeping is paramount, and Support Officers must maintain a very high level of attention to detail. The information they deal with is sensitive and personal, and must be managed with respect and a strong need to maintain its privacy, confidentiality and integrity.

DUTIES AND RESPONSIBILITIES

In this role, you will:

- Work within legislative and policy guidelines to receive and document claims made by veterans (including via their advocates or representatives) seeking compensation for an injury or health condition that relates to their service
- Using the DVA's records management systems, create files for new clients and, where necessary, make corrections and updates to existing client records to improve data quality



and accuracy

- Research, analyse and assess complex and/or sensitive client information and records to identify and collate information of relevance to decisions about DVA liability and members' and veterans' entitlements
- Contact clients and/or their representatives in writing to clarify or gather additional relevant information and inform them of the progress of claims
- Based on 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
- Forward claims to the assigned delegate so that further determinations can be made in relation to claims
- Approve invoices that are related to claims currently under examination to determine the payment of reimbursements, including payments to health service providers
- Collaborate with colleagues and other teams across the organisation to verify and share information, provide updates in relation to the progress of claims and provide or seek advice to support effective decision making
- Receive and forward to the appropriate work area, client claims and invoices that come into the shared Inbox
- Record and process written requests to withdraw a claim for rehabilitation and compensation that have been lodged by clients or their representatives
- Maintain a detailed understanding of multiple benefit and claims types and of the systems, tools and processes used to manage and determine compensation, including participating in formal and on the job training
- Support, mentor and provide feedback to new staff to assist them to understand their role and develop familiarity with DVA's systems, processes and relevant legislation that relates to benefits
- Contribute to and support the development and implementation of improvements and best practice in systems, processes and procedures.