

POSITION DESCRIPTION

Position Title:	National Claims Consultant – Home & Living
Department:	Breakthru Home & Living
Location:	Rydalmere

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The National Claims Consultant – Home & Living is responsible for ensuring compliance with contractual obligations by conducting audits, performing quality checks on claims, and identifying risks and missed opportunities. This role supports teams in achieving performance objectives by developing proactive audit strategies, implementing business improvement initiatives, and delivering training programs to enhance compliance and mitigate risks. Working collaboratively with internal and external stakeholders, the consultant ensures adherence to service standards, reporting requirements, and risk management frameworks while fostering continuous improvement across Breakthru's operations.</p>

Organisation Context:
<p>Breakthru is part of the Royal Rehab Group, a leading provider of disability and rehabilitation services. Through the provision of high-quality person-centric programs, Breakthru enables thousands of people every year to address mental health, employment, disability, homelessness and training needs.</p> <p>Breakthru operates on the premise that everyone's needs, preferences and aspirations are different. Our commitment to customer choice and family inclusion is well demonstrated through our individualised services and person-centred principles. We have a specific focus on assisting those most in need and offer specialist programs for those facing the challenge of an intensive mental health illness, a disability or physical health issue, long-term unemployment, unmet education goals or homelessness.</p>

Organisational Relationships:	
Reports to:	National Claims Manager
Responsible for:	Nil

Performance Review & Development Planning:
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Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:

Essential

- Demonstrated knowledge of employment services outcome claim requirements.
- Knowledge of contract compliance across multiple areas of employment services.
- Demonstrated ability to meet & exceed Key Performance Indicators.
- Ability to work under tight timelines.
- Demonstrated ability to identify & develop strategies to assist site staff within compliance areas.
- Ability to work within & adhere to quality & contractual frameworks.
- Ability to manage a high workload ensuring priorities are met at all times.
- Demonstrated problem solving & negotiation skills.
- Demonstrated ability to establish & maintain productive organisational networks.
- Excellent written & verbal communication skills.
- Knowledge of disability, health conditions &/or injury types & support strategies.
- Local, Employment Service Area & regional labour market knowledge.
- Sound working knowledge of technology including computer & data entry skills (e.g. Microsoft Office suite, databases such as ESS, etc).
- A current unrestricted driver's licence and access to a roadworthy vehicle comprehensively insured.

Desirable

- Qualifications in Employment Services &/or Disability.

Key Internal & External Relationships:

Internal	Operational Managers and their teams.
External	Housing providers, discharge planners, funding bodies, Support Coordinators

Delegations/Authority

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas

Key Area of Accountability	Specific Tasks and Responsibilities
Audit and Compliance	<ul style="list-style-type: none"> • Apply effective data analysis to early identify potential risks to contract compliance and or funding • Undertake quality checks of all claims to ensure compliance is maintained whilst identifying any missed opportunity for the organisation. • Undertake analysis of Home & Living outcome claims to ensure the site is claiming all supports delivered

	<ul style="list-style-type: none"> Understand and ensure that all Service Standards and Department contractual, reporting, and administrative obligations are consistently met. Any other duties as directed by your Leader or member of the Leadership team.
Risk Mitigation and Strategy Development	<ul style="list-style-type: none"> In conjunction with the National Claims Manager, develop a proactive audit schedule to mitigate risk across the organisation. Work in collaboration with other teams to develop and implement effective business strategies to mitigate risk or maximise performance. Maintain an understanding and adhere to Breakthru's Risk Management Framework, policy, procedures, reporting, and systems and how this applies to the role. Proactively
Stakeholder and Relationship Management	<ul style="list-style-type: none"> Maintain efficient and effective key business relationships with both internal and external stakeholders. Build and maintain working relationships with all teams to ensure continuous improvement.
Reporting and Documentation	<ul style="list-style-type: none"> Prepare and develop reports based on evidential findings. Develop strategic tools to capture customer satisfaction data for learning and development opportunities.
Learning, Development, and Performance Improvement	<ul style="list-style-type: none"> Utilise effective audit tools to identify learning and development opportunities across Breakthru. Assist teams where required to develop effective strategies to increase employment/education outcomes. Assist with delivering training to staff.
Health, Safety, and Confidentiality	<ul style="list-style-type: none"> Maintain a safe working environment for customers and other staff through adherence to Workplace Health and Safety policies, procedures, and guidelines, including reporting of all hazards and incidents in a timely manner. Ensure the confidentiality of all information gained in undertaking the role in line with Breakthru Privacy policies, procedures, and guidelines.

GENERAL RESPONSIBILITIES

Work Health and Safety

Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:

- Ensure that all potential hazards, accidents and incidents are identified and notified
- Ensure your own safety and that of others

Equity and Zero Tolerance to Bullying, Harassment and Discrimination

Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.

As an employee of Royal Rehab it is your responsibility to:

- Deal with others in a fair and equitable manner free from harassment and discrimination
- Ensure that a working environment free from sexual or any other harassment is recognised as a basic right

Principles of Multiculturalism

Employees are expected to:

- Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language
- Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required
- Abide by the principles of the Multiculturalism Act 2000
- Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility

Code of Conduct

Royal Rehab requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine in all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist
Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more then 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery		✓			
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting	✓				
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about		✓			
Driving	Tasks involve operating any motor powered vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance		✓			

Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces		✓			
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects	✓				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground	✓				
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing		✓			
Sensory Demands						
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations		✓			
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop	✓				
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance	✓				
Psychological Demands						
	Tasks involve interacting with distressed people			✓		
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited		✓			
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals						
Dust	Tasks involve working with dust i.e. sawdust	✓				
Gases	Tasks involve working in areas affected by gas, or working directly with gases	✓				
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis	✓				
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal	✓				
Allergenic substances	Tasks involve exposure to allergenic substances	✓				
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight	✓				

Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping	✓				
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				
Other Issues						
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment		✓			
Safety critical issues	Tasks involve responsibility for safety of others	✓				

Document Control (Hiring Manager use only)	
Effective Date: March 2025	Authorised By: Executive Manager Business Development & Support

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

 Name

 Signature

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 Date