

Australian Retirement Trust

Position Description



Position title	Claims Manager	Business area	ART Life
Role classification	Group A	Business unit	ART Life Operations

Role purpose

At Australian Retirement Trust, we pride ourselves in our holistic approach to claims management where we are committed to finding innovative ways to support and encourage our members on their path back to work and health. As a Claims Manager, you will provide professional claims management services to members relating to life and disability insurance claims. You will be supported by an intensive in-house training program, providing claims management skills and knowledge, as well as the development of innovative claims strategies.

Key accountabilities

- Manage a caseload of life, disability insurance and income protection claims and implementing proactive claims management strategies to assist the member in returning to work.
- Assess claims for the benefit entitlement by reviewing contractual, medical, functional and occupational information.
- Conduct functional telephone interviews to obtain information to ensure complete understanding of the illness/injury and absence from work and types of support required to assist with return-to-work planning.
- Develop and maintain outcome focused case management plans to assist members return to work.
- Engage members and other stakeholders through open and respectful communication to understand the medical, social and personal dimensions of their illness or injury.
- Work collaboratively with members, employers, health care professionals and other key stakeholders to obtain information, provide claim updates, create collaborate action plans and provide verbal and written decisions while maintaining confidentiality and privacy.
- Prioritise work items in order to meet member service expectations and Australian Retirement Trust best practice guidelines.
- Deliver written communications in line with the Holistic approach including responses to written enquiries and submissions for claims outside own delegation of authority.
- Seek to amicably resolve issues relating to claims decisions, including decisions to deny claims, and providing easy to understand explanations.
- Accurately complete and validate claims ensuring that they are in accordance with the claims strategy and are accurately recorded.



- Undertake administrative tasks relating to your caseload of claims.
- Contribute to a dynamic work environment by identifying opportunities to improve processes and positively impact member service delivery and operational efficiencies.
- Ensure compliance with relevant Australian Retirement Trust and statutory guidelines and standards.
- Contribute to a cohesive and supportive team environment.
- Participate in self and team development activities.
- Any other duties as directed.

Knowledge, experience and qualifications

Essential

- Experience in customer service roles, particularly in handling client interactions.
- Provide excellent service to claimants and maintaining a customer-centric approach.
- Strong analytical and problem-solving abilities.
- Excellent verbal and written communication skills.
- High level of accuracy in documentation and record-keeping.
- Ability to analyse complex information and make well-reasoned decisions.
- Efficiently manage time to handle multiple claims simultaneously.
- Understand and manage emotions to handle sensitive situations with empathy, integrity and professionalism.
- Flexibility to adapt to changes in policies, regulations, and procedures.
- Work well within a team to share information and strategies.

Desirable

- A tertiary qualification in insurance, finance, or related fields.
- Experience in holistic claims management.
- Experience within the life / disability insurance claims industry.
- Experience within Early Intervention Services, Rehabilitation, Community Services and other related health and medical services.
- Familiarity with medical terms and conditions to assess claims accurately.