



Australian Government  
Professional Services Review

# Candidate Information Kit

## APS5 Senior Case Officer

(\$85,204 - \$91,809 plus 15.4% superannuation)

Prepared  
4/03/2025



## Acknowledgement of Country

PSR acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

## Our role

To protect patients and the community from the risks associated with inappropriate practice and to protect the Commonwealth from having to meet the cost of medical or health services provided as a result of inappropriate practice.

# APS5 Senior Case Officer

Reference number	2/2025
Position title	Senior Case Officer
Classification / Salary	APS5 (\$85,204 - \$91,809) plus 15.4% superannuation
APS Job Family	Legal and Parliamentary
Business unit	Case Management Unit
Location	Canberra, ACT
Employment status	Ongoing
Security clearance	Ability to obtain and maintain a Baseline security clearance.
Contact person	Erin East Case Officer Manager Tel: 0476 876 163
Closing date	11.59pm (AEST) on Sunday, 30 March 2025

## Eligibility information

- Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All PSR staff are required to have a minimum Baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Criminal History check.

# About Professional Services Review

Professional Service Review (PSR) includes three types of entities with their own statutory functions:

*Office of the Director and Associate Director:* The Director of PSR is a medical practitioner who is the Agency Head. The Director is supported by Associate Directors who are also medical practitioners. The Director and Associate Directors review the conduct of persons referred by the Chief Executive Medicare and may resolve matters or refer matters to a PSR Committee.

*PSR Committees:* PSR Committees are established by the Director or Associate Director and are comprised of health practitioners. Committees conduct inquiries into the conduct of persons under review.

*Determining Authority:* The Determining Authority is a body constituted by health practitioner members and a community representative. The DA considers matters following the Director/Associate Director and Committee stage.

PSR staff support each of the PSR entities as required. The outcome of a PSR investigation can include the repayment of Medicare or Dental Benefits and disqualification from Medicare or the PBS.

PSR is guided by the:

- *Health Insurance Act 1973*
- *Public Service Act 1999*
- *Public Governance, Performance and Accountability Act 2013.*

## Our purpose, vision and goals

Our **purpose** is to act with integrity to enable the operation of the PSR Scheme. The PSR Scheme helps to safeguard the Australian public from the risk and cost of inappropriate practice within Medicare, the CDBS and the PBS.

The **vision** of PSR is to:

- conduct its business in a transparent process that resolves concerns efficiently and accurately
- play a key role in protecting the integrity of Australia's universal health system
- be held in high esteem by the professions, who actively support the process and the people who run the Scheme
- be a model public service agency by meeting government and public expectations and demonstrating the principles of good governance.

To achieve our vision, we have 4 **goals**:

1. PSR complies with Commonwealth laws and conducts its business accurately, effectively and efficiently.
2. PSR monitors and reports on its performance and is committed to continuous improvement.
3. PSR is a model APS employer able to attract, develop and retain high quality people.
4. PSR is respected and has the confidence of its stakeholders.

## About the business unit

The Case Management Unit is a small team that reports to the Special Counsel and supports the Director, Associate Directors, Committees and the Determining Authority to manage and progress cases which have been referred to PSR efficiently and effectively.

## About the position

The APS5 Senior Case Officer (SCO) plays a pivotal role in assisting developing people, managing change and influencing behaviours to support a culture that respects the perspectives, talents and value of each individual. The SCO will demonstrate contemporary leadership capabilities and lateral thinking and relationship building. The SCO will be an effective communicator and contribute to the achievement of outcomes in accordance with the APS Values and Code of Conduct and other regulatory frameworks.

The SCO guides work of the Case Management Team who manage medical and other case records. The Case Management Team is the primary point of liaison with a range of people involved in the PSR process including medical officers, legal representatives and medical office staff. The Case Management Team operates collaboratively across both the Case Management Unit and the Corporate Support Unit of PSR in response to agency requirements.

The SCO focuses on the development, productivity and output of team members and works collaboratively to ensure the efficient management of the PSR caseload.

### Duties and responsibilities

Under limited direction, the SCO undertakes duties in accordance with the agreed standards for the APS 5 classification. The SCO's primary duties include but are not limited to:

- workload allocation and prioritisation within the team
- onboarding of new Case Officer (APS 4) staff including providing on the job training and mentoring
- end to end management of PSR's case records, including accurate electronic filing, file naming and file destruction and management of hard copy records including implementing proper security, storage and destruction
- ensuring accurate data entry into the PSR case management systems and entering all relevant case data
- updating case files at each stage of the review process and ensuring that documents are filed electronically
- liaising with health practitioners and clinics to obtain medical records for review, including explaining record export processes
- preparing clinical records for review by the Director PSR or PSR Committees including applying quality control processes, converting, tagging and scanning records
- coordinating secure collection and delivery of documents via courier services
- providing liaison and support to PSR Panel Members and consultants regarding access to document systems and records
- generating and preparing hearing and case materials including correspondence, reports and notices to produce
- undertaking other general administrative support tasks as required.

## Expectations of the role

The knowledge, experience, core skills and personal qualities required for this position are:

- mentoring, training and managing a small team
- sound judgement in decision making
- analytical and problem-solving skills in varied work
- strong oral and written communication skills
- excellent attention to detail
- capacity to work independently and collaboratively in a small team
- proficiency in the use of Microsoft Office applications such as Excel, Word and Adobe and other applications, such as Content Manger and an ability to learn in-house systems
- ability to obtain and maintain an understanding of the Medicare Benefits Schedule (MBS) and Pharmaceutical Benefits Scheme (PBS).

The SCO may be required to undertake duties outside standard working hours.

## Qualifications and experience

Mandatory	Nil
Highly Desirable	<ul style="list-style-type: none"> <li>• ability to engage with medical records and terminology</li> <li>• experience managing medical records in a government agency</li> <li>• formal training and qualifications relating to records management</li> </ul>

# Working at PSR

## What we offer:

- negotiable salary entry points
- attractive 15.4% superannuation
- free car parking at Brindabella Park
- flexible working arrangements for working hours and work from home options
- salary sacrificing options including superannuation
- professional learning and development opportunities including:
  - training courses
  - e-learning
  - study assistance program offering financial support and time for study
- family friendly and work life balance provisions including:
  - 4 weeks of annual leave
  - ability to purchase leave
  - Christmas closedown
  - 18 days personal/carers leave
  - 18 weeks parental leave for primary carers
- support for diversity, good health and wellbeing, such as:
  - cultural, ceremonial and NAIDOC leave
  - Healthy Lifestyle Contribution
  - voluntary free annual influenza vaccination
  - access to Employee Assistance Program (EAP)
  - volunteer leave.

The terms and conditions for PSR employees can be found in the [PSR Enterprise Agreement 2024 – 2027](#).

## Workplace diversity

PSR is committed to creating an inclusive work environment and is proud to be an equal opportunity employer and as such, we welcome and encourage applications from all diversity communities including Aboriginal and Torres Strait Islander peoples, gender, gender identity, people with disability, LGBTIQ+ people and people from diverse linguistic and cultural backgrounds.

## Ongoing suitability

All APS employees are required to comply with the APS Code of Conduct, including to at all times, behave in a way that upholds the APS Values and Employment Principles, and the integrity and good reputation of the PSR and the APS. This ensures public trust in the impartiality and reputation of the APS. Employees must also disclose any real or perceived conflicts of interest. To learn more please refer to the [APS Values and Code of Conduct in Practice](#).

# About the process

PSR uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#), and our processes are designed to select the right people for our roles.

## Recruitment process and indicative timeline

- Applications close - **Sunday, 30 March 2025**
- Interviews – week commencing **Monday, 7 April 2025**
- Referee checks completed post interview
- Outcomes advised – week commencing **Monday, 21 April 2025** (*subject to change*).

## What are the steps?

Apply	Complete and submit your Applicant Cover Sheet, 'pitch' (see below) and a resume of no more than three pages.  In exceptional circumstances an application may be accepted after the advertised closing date. Applicants who require an extension must discuss with the contact person 24 hours prior to the vacancy closing date.
Shortlist	Applicants for this process will be assessed on their written application using the APS <a href="#">Work Level Standards</a> (WLS).
Interview	Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, by phone or via MS Teams. Interview panels are usually comprised of three members. Applicants should be prepared at interview to discuss examples of

past and present behaviour detailing specific achievements and challenges faced.

For some processes, the selection panel may use alternative or additional assessment approaches (such as a written exercise) to determine applicant suitability. Applicants will be advised in these situations.

---

**Referees**

Referees may be contacted for further assessment of suitability.

References are usually only sought for applicants under consideration for the position or the merit pool. Nominated referees should be able to comment on and rate your recent work performance.

The selection panel can request a written report or seek verbal referee comments at any stage of the selection process.

Please advise the selection panel of any sensitivity around contacting referees.

---

**Process complete**

After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.

## How to apply

Your application should be addressed to the contact person and submitted via email to [HR Enquiries](#). If you are having any difficulties submitting your application, please contact the HR Officer on 0476 876 168.

As part of your application, you will need to provide:

- your 1000 words 'pitch' detailing your relevant skills and experience against the selection criteria
- your current resume of no more than three pages
- the name and contact details of two referees
- completed Applicant Cover Sheet (available on the [PSR website](#))

## Pitch

Please prepare a 'pitch' of no more than 1000 words to describe how your skills and experience would contribute to the position within PSR. Please ensure that you address the outlined selection criteria and the position requirements when preparing your pitch.

Your pitch is your opportunity to tell us why you are the right fit for a position with the PSR. Tell us why you want to work for us, and why you are interested in the advertised role. We want to know how your skills and experience would contribute to the role and the work of PSR. Make sure to highlight relevant examples and accomplishments that demonstrate your ability to perform the role.

Use of the **STAR** method (**S**ituation, **T**ask, **A**ction, **R**esult), or equivalent, can be an approach adopted to articulate your examples. Further information on the **STAR** method can be found in the [APS Cracking the Code](#) and will help you understand the requirements, prepare and complete your application. Information for Aboriginal and Torres Strait Islander applicants is available in [Section 5 - Cracking the Code](#).



Information on the required skills and capabilities for a role at this level can be found in the APS [Work Level Standards](#) available on the Australian Public Service Commission website.

## Communication from PSR

Please ensure the contact information you supply is up to date. If you are selected for an interview, you will be contacted via your preferred contact method indicated on the Applicant Cover Sheet.

You can update your contact details or withdraw your application at any time by emailing [HR Enquiries](#).

## Merit pool

This recruitment process is being used to fill current and future ongoing and non-ongoing vacancies. A merit pool of suitable applicants may be created which may be used to fill vacancies for similar roles in PSR should they become available over the next 18 months.

Non-ongoing vacancies will be offered for an initial period of up to 12 months.

Should a position become ongoing, then the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

If you are placed in a merit pool, you can consent to your application/information being shared with other Commonwealth Agencies to fill similar roles in the APS.

## RecruitAbility

PSR is committed to supporting employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the RecruitAbility Scheme and meet the minimum requirements of the agency.

If you identify as a person with a disability, you can 'opt in' for RecruitAbility on the Applicant Cover Sheet.

Further information on [RecruitAbility](#) is available on the Australian Public Service Commission's website.



## Reasonable adjustments

PSR is open to facilitating reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with disability. For example, reasonable adjustments may include additional time to complete recruitment tasks,

accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact person at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

To find out more about reasonable adjustment you can contact the HR Officer on 0476 876 168 or [HR Enquiries](#). Further information regarding [reasonable adjustments](#) is available on the Australian Public Service Commission's website.

## Privacy

Information supplied for this selection process will be used for selection purposes only and can be used for a period of 18 months from advertising. Files will be stored electronically and accessed by the Human Resources team, hiring managers and selection panel members.

Further information can be found in the [PSR Privacy Policy](#).

## Further information

Please contact PSR HR on 0476 876 168 or email [HR Enquiries](#) for further information on how to apply for this position.



# Professional Services Review