

PERSONAL INJURIES ASSESSMENT BOARD

Higher Executive Officer – Claims Assessor

Operations/Business Support Services

PIAB has vacancies for two Claims Assessors graded at Higher Executive Officer (HEO) level.

PIAB intend forming a panel of suitable qualified candidates during this selection process. The panel will be ranked in order of merit following interview and further temporary and permanent positions graded at Higher Executive Officer will be drawn from this panel which will remain active for one year from inception

The Personal Injuries Assessment Board (PIAB) was established in 2003 to deliver compensation to claimants without the need for legal proceedings. The Board is an independent State body that makes statutory personal injury awards in respect of motor, employer and public liability accidents.

A self-funded entity, PIAB assesses claims for compensation without the need for many of the costs and fees usually associated with personal injury claims.

The Board has facilitated the removal of personal injury claims from the litigation system and has delivered direct and indirect savings of over €1bn to the economy. Awards continue to be delivered faster and more cost effectively than under the litigation system.

Further details are available on the Boards website www.piab.ie

The mission statement of the Board *is to be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society*

To achieve the mission statement, PIAB will deliver the following Strategic Objectives:

- Continue to provide a low cost, fair and independent system for the assessment of personal injury claims on a non-adversarial basis, and ensure our awards reflect any changes to how damages are assessed or calculated by the Courts
- Highlight the increased usage of the Board's model as the optimal method of resolving personal injury claims where both claimants and respondents see that our non-adversarial model will deliver awards in line with other channels. Ensure

that claimants and respondents are fully informed on how to use the system and are aware of the benefits of using it

- Provide an excellent service to all our customers including through the development of innovative service delivery options focusing on greater use of digital technology
- Enhance our operational capability to address the changing needs of the organisation by investing in and supporting our staff to further enhance individual and collective capacity, ensure the highest standards of corporate governance are in place and ensure that appropriate structures, processes and technologies are in place to support the delivery of our Strategy, Mission and Objectives
- Actively support and engage with policymakers and stakeholders through the publication of aggregated data and analysis which can help identify trends in injury assessment or awards or which identifies issues in the claims resolution environment which can be improved or developed. By publishing relevant data contribute to improvements in the area of health and safety in the road, workplace or public place environments

The values which will guide the behaviour of all in delivering these objectives are

Collaboration – we encourage an environment of comraderie, co-operation and shared learning within and between teams to achieve our shared objectives

Respect – we embrace diversity and champion a culture of courtesy, empathy, dignity and belief in each other

Openness – we strive for an environment which promotes positive, clear and timely communications with each other

Integrity – we lead by example, and expect each other to be accountable for our own behaviour and operate with fairness and honesty



The role of the Claims Assessor (HEO) will be multifunctional and involves:

- Case Management
- Mentoring, Training and Coaching
- Statutory functions as provided for in the Personal Injuries Assessment Board Acts and other relevant legislation.
- Participation in Cross Functional Project Teams.

Job Description:

- Prepare personal injury claims for assessment of general and special damages subject to statutory provisions.
- Have a competent, confident and practical understanding of the overall personal injuries system with an in-depth knowledge of the Personal Injuries Assessment Board Acts and other relevant legislation.
- Correct interpretation of personal injuries legislation and medical reports.
- Identify complex cases and the resulting action required.
- Flexibility to respond to variations in caseloads given the evolving nature of the operating environment.
- Contribute to the development of the assessment process.
- Interaction with the Dept. Employment Affairs and Social Protection, Revenue Authorities, actuarial and other experts and members of the independent Medical Panel to ensure assessments are made in a consistent and fair manner.
- Liaison with the Service Centre, Medical Panel and other experts.
- Any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or member of the management team.

Key skills:

- In-depth experience and knowledge of the PIAB, Acts 2003-2019 and other relevant legislation.
- Detailed understanding of the overall personal injuries claims and court awards systems
- Detailed knowledge of the compilation of personal injury claims in relation to general damages and special damages
- Practical experience and detailed knowledge of the valuation of complex personal injury claims and the Book of Quantum
- Detailed understanding of medical terminology to interpret medical reports and the necessity for further examination, specialist/diagnostic, or otherwise
- Ability to identify complex cases and resulting action required
- Detailed understanding of the compilation of allowable special damages and the requirement where necessary to involve motor engineers, actuaries, loss adjusters etc.
- Knowledge of welfare benefits payable to accident victims and their deductibility or otherwise in the assessment of claims
- Knowledge of Revenue Returns in relation to claims for loss of earnings from employed and self-employed claimants and the investigative requirements arising therefrom

Person Specification

- A minimum 5 years personal injury claims handling experience
- Have the requisite knowledge and ability to be able to discharge all the functions of the position
- Have the ability to deliver results within strict deadlines while maintaining a focus on quality of work.
- Have the ability to bring experience/expertise from previous projects to bear on existing issues;
- Have excellent planning, organisational and analytical/interpretative skills;
- Have excellent communication, interpersonal and people management skills.
- Have appropriate numerical and computer skills
- Be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service

Pay

Entry will be at the minimum of the Higher Executive Officer Standard Salary Scale. The salary scale for the position (rates effective from 1st September 2019 - applying increase under the Public Service Pay and Pensions Act 2017) is as follows:

Higher Executive Officer Point 1	Higher Executive Officer Point 2	Higher Executive Officer Point 3	Higher Executive Officer Point 4
€48,868	€50,297	€51,722	€53,147

Higher Executive Officer Point 5	Higher Executive Officer Point 6	Higher Executive Officer Point 7	Higher Executive Officer L.S.I. 1	Higher Executive Officer L.S.I. 2
€54,577	€56,003	€57,429	€59,489	€61,545

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale.

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross or 37 hours net of lunch breaks per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations.

Annual Leave

The annual leave allowance for the position of Higher Executive Officer for new entrants is 29 days rising to 30 after 5 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave within the PIAB and is exclusive of the usual public holidays.

Business Travel

When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Duties

The successful candidate will be required to perform any duties appropriate to the position which may be assigned from time to time.

Tenure

In the event of appointment to a permanent or temporary position with the Board the appointee must serve a probationary period, which normally will last for six months. If at any time during this period it appears that the appointee would not be suitable for final appointment the probation will be terminated.

Pension Entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028). Retirement for most members will be compulsory on reaching age 70.

Duties

The successful candidate will be required to perform any duties appropriate to the position which may be assigned from time to time.

Headquarters

The PIAB is based in Tallaght, Dublin 24.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars generally applicable to the civil service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the PIAB.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

How to Apply

Interested applicants should forward a completed application form to careers@piab.ie on or before **12 noon on Friday, 14th February 2020** with ‘**HEO Claims Assessor**’ in the subject description. Please note that depending on the number of applications received, PIAB proposes that the completed application form will be used to shortlist candidates to be invited to attend psychometric testing and interview.

PIAB is an equal opportunities employer. Applications would be particularly welcome from people with disabilities who meet the job requirements.

Applications will not be accepted after the closing date.

Selection Methods

- Stage One Competency Based Application Form
- Stage Two Shortlisted candidates following review of application forms will be invited to attend a preliminary competency based interview
- Stage Three Candidates recommended for progression from Stage Two will be invited to complete a job simulation /claims related exercise of sample cases and attend a second competency based interview
- Stage Four Reference and Medical. Candidates will be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service on the date of commencement in their role.

Selection Methods

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, it may be decided that only shortlisted candidates will be called to interview. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. **It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.**

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

Other important information

Prior to recommending any candidate for appointment to this position the PIAB will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select

and recommend another person for appointment on the results of this selection process

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by PIAB, or who do not, when requested, furnish such evidence as the PIAB require in regard to any matter relevant to their candidature, will have no further claim to consideration.



Higher Executive Officer Level Competencies

Effective Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Makes sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
Interpersonal & Communication Skills	Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
Specialist Knowledge, Expertise and Self Development	Presents information clearly, concisely and confidently when speaking and in writing
	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
Drive & Commitment to Public Service Values	Focuses on self development, striving to improve performance
	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity