

Position Description

Claims & Risk Solicitor

Level

N/A

Service Team

Law Mutual (WA)

Date

Monday, 4 August 2025

The Law Society of Western Australia

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CPD ACTIVE

1. Position Objectives

The Claims & Risk Solicitor is responsible for all aspects of claims management and risk management activities and assists in the placement of compulsory professional indemnity insurance for a mutual fund for Western Australian Practitioners as required under the Legal Practice Act (Professional Indemnity Regulations) as amended from time to time.

The position requires working within the Law Mutual (WA) team to:

- Advise Council, Professional Indemnity Insurance Management Committee (PIIMC), Executive, Chief Executive Officer and General Counsel on matters relating to the position;
- Provide assistance and service to both internal and external customers, which embrace a positive image for the Law Society and Law Mutual (WA);
- Significantly contribute to the overall objectives of the Law Society.

The position is required to commit to the Code of Conduct and “Purpose, Values and Commitment to our Members” of the Society.

2. Key Requirements of the Position

The Claims & Risk Solicitor will require a number of key attributes which include the following:

2.1 Skills, Knowledge and Experience

- Significant demonstrated experience in a relevant legal and/or insurance or claims management environment, preferably in professional indemnity covering insurance policy interpretation and dealing with complex claims issues;
- Experience and knowledge in a broad range of areas of legal practice;
- Demonstrated understanding and knowledge of the legal profession and its structures and procedures;
- Significant knowledge and understanding of insurance law and the Australian insurance industry;
- Proven ability to manage and lead in procedurally structured environment;
- Highly developed written and verbal communication, and presentation skills, including the ability to communicate effectively with various stakeholders at all levels of sophistication.
- Effective negotiation and conflict resolution skills;
- Flexible and adaptable approach to problem solving;
- Ability to work in a fast-paced environment and effectively juggle numerous concurrent responsibilities, including acting with a sense of urgency;
- Commitment to best practice standards and continuous improvement;
- Demonstrated high level of ethical behaviour.

2.2 Qualifications and/or Training

- Legal practitioner with a minimum of 4 years’ post-admission experience with current unrestricted practising certificate.

3. Key Responsibilities

3.1 Client Management

- Attend to any claims, risk or policy queries from the insured practitioners;
- Provide feedback to the organisation on trends in customer satisfaction;
- Develop effective partnerships and relations with the legal profession, insurance brokers, actuaries, risk management consultants and panel solicitors.

3.2 Risk Management

- Assist General Counsel to develop and implement risk management services based on analysis of relevant professional services risks and causes, both in the Law Mutual portfolio and more broadly, and an understanding of insureds' capability and resources to implement risk management systems;
- Liaise and work closely with the General Counsel in relation to the identification of trends in solicitors' professional liability risks and causes, and develop and implement appropriate annual program for risk management seminars, webinars and workshops;
- Monitor notifications and claims and refer any issues or behaviours which may benefit from risk management interventions;
- Act as a legal resource for risk management activities and programs, including preparation of articles and papers on claims-related issues;
- Ensure insureds are highly satisfied with Law Mutual's risk management services.

3.3 Claims Management

- Manage a portfolio of professional negligence claims and notifications against lawyers and law practices in accordance with the Claims Management Policy and Procedure;
- Within the above portfolio, manage a sub-portfolio of claims and notifications in accordance with the Managing Claims In-House and Management of Notifications Likely to Become Claims Management Procedure;
- Pro-active investigation and management of claims in a cost effective and timely manner to achieve the best outcomes for Law Mutual and its insureds in accordance with the relevant policy and procedure at the time and within delegation of authority including:
 - Initial assessment of claims and notifications to determine the status;
 - Communicate with the insured practitioner and relevant parties;
 - Undertake initial investigations and resolve matters in-house where possible;
 - Instruct and manage panel solicitors in accordance with Panel Solicitors Claims Handling Protocol;
 - Ensure appropriate reserve is created and maintained on the claim throughout the life of the claim;
 - Ensure required data is entered into the claims management system and kept up to date through the life of the claim;
 - Resolve claim through most appropriate resolution method including attending mediations and participating in negotiations.

- Provide assistance and guidance to insured law practices in undertaking proactive and early claims management strategies and risk management interventions to minimise loss following incidents;
- Ensure compliance with legislative requirements and ensure that all necessary approvals are obtained at the relevant time;
- Manage relationships between insureds, panel solicitors and insurers;
- Assist with development of legal templates and precedent documents including policies and procedures, and ensuring they are updated and are compliant with legislative requirements.
- Any other duties that may reasonably be required.

4. Organisational Relationships

Responsible to:	General Counsel - Law Mutual (WA)
Supervision of:	N/A
Liaison (Internal):	Chief Executive Officer Law Society Staff
Liaison (External):	Auditors/Actuary Legal practitioners Underwriters and Claims Managers Panel Solicitors

5. Extent of Authority

- Operates under the direction of the General Counsel, Law Mutual (WA);
- Accountable for ensuring all work is carried out to a high standard within the required deadlines;
- Works within established guidelines, procedures and policies of the Law Society and Law Mutual (WA) as well as statutory legislation.

6. Selection Criteria

Essential:

- Legal practitioner with a minimum of 4 years' post-admission experience with current unrestricted practicing certificate;
- Significant demonstrated experience in a relevant legal and/or insurance or claims management environment, preferably in professional indemnity covering insurance policy interpretation and dealing with complex claims issues;
- Experience and knowledge in a broad range of areas of legal practice;
- Demonstrated understanding and knowledge of the legal profession and its structures and procedures;
- Significant knowledge and understanding of insurance law and the Australian insurance industry;
- Proven ability to manage and lead in procedurally structured environment;

- Highly developed written and verbal communication, and presentation skills, including the ability to communicate effectively with various stakeholders at all levels of sophistication;
- Sound judgment, emotional intelligence and a team-oriented mindset;
- Effective negotiation and conflict resolution skills;
- Flexible and adaptable approach to problem solving;
- Ability to work in a fast-paced environment and effectively juggle numerous concurrent responsibilities, including acting with a sense of urgency;
- Commitment to best practice standards and continuous improvement;
- Demonstrated high level of ethical behaviour.

Desirable:

- Sound understanding of professional liability risk management;
- Previous experience of professionals in challenging circumstances;
- Previous experience in another similar long tail insurance claims management environment.

Occupant: N/A (New Role)

Date Appointed: TBA

Prepared by: General Counsel - Law Mutual

Date Issued:

Supervisor: General Counsel - Law Mutual

Reviewed:

Approved by: Chief Executive Officer

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