

Position Description

Position Title	Injury Management Advisor
Position Number	2869
Division	Corporate Services
Department	People & Culture
Team	Health & Safety
Position Status	Full Time
Classification	Band 6
Position Reports to	Team Leader Health & Safety
Position Supervises	Nil
Date Reviewed	May 2024

Position Objective

The role of the Injury Management Advisor is to provide expert advice and support to the whole organisation on a range of health, safety, early intervention, and workers compensation matters aligned with legislation and Council's people related policies, procedures, and processes.

This position manages both work and non-work-related injuries to support injured people in the organisation, providing coaching to management on early and safe return to work.

Reporting to the Team Leader Health & Safety, accountabilities include providing technical knowledge and guidance to leaders on best practice injury prevention, early intervention, and injury management to workers compensation. This includes assisting with managing return to work and claims, working toward reduced lost time for injured employees and a reduction in effective rates for workers compensation premium.

Key Responsibilities

1. Consultation and Advice

- Provide expert timely and proactive guidance, technical advice and education to supervisors/managers, and injured employees on return to work, workers compensation legislation and best practice early intervention including work related and non-work-related injuries.
- Provide effective case management by working with injured employees, supervisors/managers and medical practitioners to identify barriers (e.g. personal, workplace, medical), transitional duties, reasonable adjustments and assist/develop return to work programs. This includes monitoring and reporting on progress of an injured employee and guiding them back to their pre-injury duties,
- Implement awareness and education strategies to ensure that supervisors/managers and employees understand their responsibilities in support of the organisation's duty of care to its injured employees.
- Develops and maintains relationships with key stakeholders through proactive communication and an open dialogue whilst displaying professionalism.

2. Claims and Premium Management

- Overall management of WorkCover claims in accordance with legislative requirements ensuring effective claims management and protection of Councils interests.
- Monitors, evaluates, and reports on progress of workers compensation claims, injury and incident data, return to work outcomes and trends to fulfil reporting requirements, and informs strategies focused on prevention and early recognition.
- Provides accurate and timely calculation of workers compensation payments and supports process improvements in collaboration with Payroll.
- Processes medical invoices for pre-claims and medical and like expenses excess for workers compensation claims.
- Acts as the employer representative for preparation of the organisation's submission for WorkCover circumstantial investigations, conciliation, and legal proceedings.
- Drive the reduction of claims costs that impact premiums through intervention and proactive injury management.
- Participate and represent the Council in claims reviews with the nominated insurer.
- Provides effective independent medical examination liaison and support for People & Culture HR Business Partners for non-compensable injuries, and support for the review of pre-employment medical assessments.
- Maintains accurate workers compensation claim and injury management records in accordance with best practice and legislative requirements.

3. Early Intervention

- Coach and educate the organisation to better understand the importance of immediate incident/injury reporting and identifying trends by utilising the Council's early intervention program.
- Coordinate and manage the early intervention program service and provider.
- Manage the development and implementation of early intervention (pre-claim) strategies and the early referral of injured employees to appropriate health services, rehabilitation providers and support services.

Position Requirements

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Nil

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

Management Responsibilities:

- A mature approach to quality service delivery is required to support strong relationships and credibility across the organisation. The incumbent must comply with all organisational expectations in relation to personal and professional conduct and service provision.

Statutory Responsibilities:

- As required by the Occupational Health and Safety Act 2004, other relevant legislation and regulations and adopted Council policies, the Code of Conduct for Staff, the CEO to staff Delegations, the Council to staff Delegations, as appropriate, and Council procedures.

Financial Accountability:

- No direct responsibility for budget, budget planning or reporting relevant for this role.

Resources Controlled:

- Responsible use of Council resources is expected in this position.

2. Judgment and Decision Making

The incumbent is accountable for:

- The position has freedom to act independently in the application and interpretation of award provisions and is seen as an expert in this area.
- A significant degree of the work involves research and problem solving. The position provides or develops options for managers on a broad range of injury management matters, identifying advantages and disadvantages of the options and supporting the managers in implementing their decisions.
- The position is able to source advice from the Team Leader Health, Safety Manager People & Culture, other councils, Council's Insurer and industry advisory bodies.

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Knowledge of, and experience in, the interpretation and application of policies and relevant employment legislation including the WorkCover legislation and the Workplace Injury Rehabilitation & Compensation Act 2013 (WIRC Act 2013).
- Extensive knowledge of Injury Management practices, ideally within local government.
- Familiarity with HR systems.
- Sound conceptual and analytic skills.
- Proficiency in the use of Microsoft Word and Excel software applications.

4. Management Skills

The following management skills are required to be utilised:

- Proven ability to work within tight and conflicting timeframes and to prioritise and organise own work.
- High attention to detail and ability to generate and present data.
- Demonstrated ability to translate policies to provide practical advice and develop administrative processes and systems.

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Possess the capacity to work as an effective member of the team and to be sensitive to confidential issues which may relate to a human resources area.
- Proven ability to gain cooperation, discuss and resolve problems, give sound advice. (e.g influencing and negotiating) skills.
- High level consultation skills with the ability to facilitate effective collaborative relationships with stakeholders.

- Well-developed communication skills in order to produce original correspondence, letters, data, reports and present in a clear and concise manner.

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Victorian WorkSafe 'Role of a Return to Work Coordinator'.
- Experience in preparing Return to Work plans
- Experiencing working with Workcover Claims Agencies

The following qualifications and experience are desirable for the position:

- Tertiary qualification in Allied Health/OT/Nursing/Psychology/Personal Injury
- Experience in local government

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

<p>Values and Behaviours</p>	<p>The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none"> • We make a difference • We show care and respect • We take pride in our work • We are better together
<p>Safe Workplace Actions</p>	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
<p>Policies and Procedures</p>	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
<p>Legislative Framework</p>	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>
<p>Equal Opportunity and Child Safe Standards</p>	<p>The City of Kingston is an equal opportunity and child safe employer.</p> <p>The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQ+ communities, culturally and linguistically diverse persons and persons with a disability.</p>

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Hold and maintain a Working with Children Check
- Pre-employment Health Declaration
- First Aid Certificate
- Mental Health First Aid Certificate

Inherent Physical Requirements

Adaptive equipment available

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting
Telephone headset	Minimise effects of long periods of telephone use

Category B – Desk based / General administration role - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form.

Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.

Applicants should declare any requirements via the Health Declaration form.

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.