Injury Management Advisor

Position Title	Injury Management Advisor
Reports to	Workers' Compensation and Rehabilitation Senior Specialist
Classification	ASA 6
Group	Risk Noise & Environment
Branch	Safety, Health & Injury Management
Location	Australia wide

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 27 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As the **Injury Management Advisor,** you will provide expert injury management, rehabilitation and recovery-at-work services that support positive health, wellbeing and sustainable employment outcomes for employees across Airservices Australia. You will contribute to safe, timely and durable recovery-at-work outcomes through the delivery of compliant, person-centred injury management and rehabilitation services.

Accountabilities and Responsibilities

Position Specific

- Manage end-to-end injury management and rehabilitation cases involving physical and psychological injuries and illnesses.
- Identify opportunities for early intervention and implement proactive injury management strategies to optimise recovery outcomes and minimise the impact of injury on employees and the organisation.
- Develop, implement, monitor and review rehabilitation and recovery-at-work plans in consultation with employees, managers, treating practitioners and rehabilitation providers.
- Facilitate the identification and implementation of suitable duties and workplace adjustments to support recovery and return to productive employment.
- Monitor case progress, rehabilitation costs, treatment outcomes and recovery milestones to ensure effective case management and positive employee outcomes.

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- Escalate complex, high-risk or sensitive matters as appropriate and contribute to the development of practical solutions.

People

- Provide expert advice, coaching and guidance to leaders and employees regarding injury management, rehabilitation obligations and recovery-at-work practices.
- Build productive working relationships with key stakeholders including treating practitioners, rehabilitation providers, employees, managers and People and Culture representatives.
- Influence and negotiate with stakeholders to facilitate suitable, sustainable and operationally appropriate recovery-at-work outcomes.
- Promote a proactive and supportive approach to workplace rehabilitation through education and stakeholder engagement.

Compliance, Systems and Reporting

- Ensure injury management and rehabilitation activities comply with the SRC Act, Comcare requirements, organisational policies, rehabilitation obligations and service standards.
- Maintain accurate and timely case records, documentation and reporting within relevant case management systems.
- Contribute to continuous improvement initiatives, reporting activities and injury management practices across the organisation.

Key Performance Indicators

- Timely early intervention, rehabilitation planning and case review activities.
- Achievement of safe, durable and sustainable recovery-at-work outcomes.
- Effective management of rehabilitation costs, case progress and recovery timeframes.
- Compliance with legislative obligations, organisational policies, governance requirements and service standards.
- High-quality case documentation, reporting and record management.
- Effective stakeholder engagement supporting positive recovery-at-work outcomes.
- Contribution to continuous improvement initiatives.

Key Relationships

Internal

- Health and Injury Management Lead
- Injury Management Team
- Operational Leaders and Managers
- Employees
- People Business Partners
- Payroll and Shared Services Teams
- Safety and Wellbeing Functions

External

- Comcare
- Workplace Rehabilitation Providers
- Treating Medical Practitioners
- Allied Health Providers
- Legal Representatives (where required)
- External Service Providers

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Skills, Competencies and Qualifications

- Demonstrated experience managing injury management, rehabilitation and recovery-at-work cases.
- Sound knowledge of the Safety, Rehabilitation and Compensation Act 1988 (SRC Act) and associated rehabilitation obligations.
- Experience managing complex injury and illness cases, including psychological and physical injuries.
- Demonstrated ability to manage a diverse and complex caseload including the development, implementation and monitoring of rehabilitation plans while maintaining quality, compliance and service standards.
- Ability to provide practical advice and coaching to leaders regarding rehabilitation and return-to-work obligations.
- Strong case management, organisational and prioritisation skills with the ability to manage competing demands.
- Experience maintaining case records and using injury management, rehabilitation or case management systems.
- High level written communication skills, including report writing and case documentation.
- Ability to exercise sound judgement, discretion and professionalism when managing sensitive matters.
- Strong stakeholder engagement, communication, influencing and negotiation skills, including the ability to manage complex and sensitive stakeholder situations with professionalism, resilience and a solutions-focused approach.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.

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