POSITION DESCRIPTION

Position Title: Manager, Work Injury Management
Organisation Unit: Health, Safety and Wellness Division
Position Number:
Type of Employment:
Classification:

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Health, Safety and Wellness (HSW) Division is a central organisational unit of the University, and works closely with a network of health, safety and wellness managers and coordinators across the Faculties, Schools and Institutes of the University. The HSW Division is positioned within the Chief Operating Officer portfolio.

UQ has developed its health, safety and wellness vision for 2021, articulated in its Health, Safety and Wellness Strategy 2017-2021. This Strategy includes the development of a set of health, safety and wellness principles for UQ and five health, safety and wellness priorities.

The goal of the HSW Division is to promote the highest practicable standard of occupational health, safety and wellness within the University of Queensland, drive a positive OHS culture, facilitate compliance with legislation and national standards, and manage a high quality Wellness and workers’ compensation self-insurance program for the University.

The broad teams within the HSW Division are:

- HSW Governance and Strategy
- Professional Services
- UQ Wellness
- Work Injury Management

Staff of the HSW Division function within a multidisciplinary team environment. Staff within the HSW Division include generalist OHS practitioners, biosafety advisors, occupational hygienists, ergonomists, an occupational health nurse, diving and boating advisor, radiation safety specialist, and administrative support staff. The UQ Wellness program also operates from the HSW Division.

Information about the Health, Safety and Wellness Division may be accessed on the Division’s web site at http://www.uq.edu.au/ohs/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The Manager, Work Injury Management manages the workers’ compensation self-insurance function for the University of Queensland. The function has been established in accordance with, and to meet the provisions of, the Workers’ Compensation and Rehabilitation Act 2003 and the Workers’ Compensation and Rehabilitation Regulation 2014, and its operations are largely governed by this legislation. The University has been granted a licence as a self-
The position leads the WIM team within the HSW Division that administers the workers’ compensation self-insurance scheme.

The primary purpose of this position is to lead a high quality workers’ compensation self-insurance program for the University. This purpose will be achieved by:

- Ensuring the University’s self-insurance licence and audit requirements are met;
- Managing an efficient claims management service and decision making process that focuses on quality and timely liability decisions;
- Developing and implementing strategies to protect the University’s exposure to high cost claims, including contribution to the development of injury prevention strategies; and
- Facilitating the provision of high quality, timely medical treatment, rehabilitation and return to work support.

**Duties**

Duties and responsibilities include, but are not limited to:

**Health, Safety and Wellness Division leadership**

- As a member of the HSW Division leadership team:
  - Actively contribute to the leadership of the Division to ensure superior outcomes for the University.
  - Contribute to the development of corporate HSW planning, and strategic and operational planning for the HSW Division.
  - Drive the implementation of the UQ Health, Safety and Wellness Strategy 2017-2021.

- Lead the Division’s Work Injury Management team and actively foster a work environment that encourages high achievement and continuous improvement.

**Provision of specialist workers’ compensation services**

- Provide strategic advice to the Director on all matters relating to Workers Compensation and the self-insurance scheme to ensure that UQ are leaders in this field.
- Manage regulatory compliance and claims services ensuring high quality and timely liability decisions are made within the requirements of the relevant legislation and internal service level agreements;
- Manage and determine all complex claims (e.g. psychological injury, asbestos related, those requiring legal intervention);
- Manage the provision of any necessary rehabilitation and return to work programs in consultation with the employee, supervisor and medical providers under UQ’s accredited return to work program;
- Develop, evaluate and revise the claims management and work rehabilitation policies, procedures and systems for the University’s self insurance of workers’ compensation that reflect best practice in workers’ compensation and return to work;
- Ensure the provision of accurate data to the workers’ compensation regulator on a monthly basis;
- Provide reports and data analysis to a variety of stakeholders to assist in driving improvements in injury prevention and management;
• Engage constructively with internal partners and stakeholders, including UQ’s controlled entities, Heads of Schools and other University management, the HSW network at UQ, and UQ Human Resources to enhance outcomes for the University and for any injured workers;
• Manage the periodic self insurance licence renewal process with the aim of achieving the maximum licence duration at each renewal;
• Interpret and apply workers’ compensation legislation and case law and provide high-level workers’ compensation advice and issues management support to University management;
• Ensure that all requirements regarding privacy are adhered to as per self-insurance licence requirements and relevant legislation;
• Advise the Director and other UQ management regarding workers’ compensation issues, trends and direction;
• Develop, monitor and review key performance indicators for the workers’ compensation self insurance program;
• Manage all of the University’s common law claims and ensure that the incidence and cost impact of these claims are minimised through effective management of its statutory claims;
• Oversee the investigation of suspected fraud cases and refer evidence to the workers’ compensation regulator in accordance with the legislation, and to relevant internal parties;
• Effectively network and represent the University’s interests with all stakeholders in the self-insurance field including the Queensland workers’ compensation regulator, external workers’ compensation networks, the legal profession, actuaries, and reinsurance providers.

Other (HSW-related)

• Maintain and drive an excellent customer service approach to all stakeholders;
• Any other duties as reasonably directed by the Director.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Director, Health Safety and Wellness Division.

SELECTION CRITERIA

Essential

• Tertiary qualifications in a related field e.g. law, business, management, health.
• Thorough understanding of the principles and legislation related to workers’ compensation as outlined in the Queensland Workers’ Compensation and Rehabilitation Act 2003, the ability to apply and interpret the relevant legislation, and proven experience in claims management and administration.

• Superior, high level interpersonal, engagement, consultative and communication skills (written and oral), along with a proven ability to work collaboratively and build partnership with stakeholders including executive management, peers and team members, in order to achieve quality outcomes.

• Proven management and leadership skills with the ability to lead teams or business functions in a constructive, outcomes-focused manner.

• Well-developed discovery, analytical and evaluation skills used in conjunction with high-level organisational and problem-solving skills, and the ability to apply professional judgement and discretion to make effective, sound decisions.

• Demonstrated experience in compiling complex management reports and proposals on organisational performance.

Desirable

• Significant experience in workers’ compensation self-insurance management practices and programs, and occupational health and safety programs in a university or large government setting.

• Significant experience leading and directing a team with demonstrable capacity to achieve team-based outcomes.

Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facilities; or in an equivalent clinical health facility; or health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease, you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University’s Vaccinations and Immunisation Guidelines (PPL 2.60.08). You will be required to provide evidence of immunisation against VPDs.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to Vanetta Warren at central-hr-advisory@uq.edu.au