



Position Snapshot

Position Title:	Injury Management Specialist
Business / Division / Department:	Safety Systems & Operations Support People Safety Department
Location:	Head Office
Reports to:	Group Rehabilitation Manager
Direct Reports:	0
Classification:	2.A
Date:	December 2019

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Injury Management Advisor role is to assist our team members to return to pre-injury duties in a safe and timely manner in consultation with all stakeholders.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Regional Airlines, Tigerair Australia, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

Around 10,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, North America, and Hong Kong. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

As a result, every person we come into contact with – be it our guests, customers, colleagues or the community, will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities
Legislation	<ul style="list-style-type: none">• Ensure all legislative requirements of claims are implemented as per Comcare and traditional scheme requirements• Implementation of Virgin Australia's Comcare Rehabilitation Policy and VA Injury Management policy• High level of communication, knowledge and application of Comcare and traditional schemes
Communication	<ul style="list-style-type: none">• Establish and maintain firm relationships with external resources, Comcare/Agent, Occupational Rehabilitation provider, Axis onsite physiotherapy, Treating health professionals, rehabilitation providers• Establish and maintain firm relationship with internal resources, Leader / RTWC, injured team members, Injury Management Specialist

	<ul style="list-style-type: none"> • Coordinate monthly meetings with appropriate managers to discuss current claims and impact on the business environment • Ongoing support to the Leader / RTWC and injured employee
Administration	<ul style="list-style-type: none"> • Development of RTW tools and resources • Ensure Injured employees and Leaders / RTWCs are receiving up to date information
Systems	<ul style="list-style-type: none"> • Develop and implement new systems to support and enhance injury management within VAA • Develop 'best practice' business processes

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Certified Return to Work Coordinator • Comcare trained • Relevant tertiary qualification – Allied Health 	<ul style="list-style-type: none"> • Oracle expertise • Elumina expertise • Mental Health First Aid training
Experience	<ul style="list-style-type: none"> ▪ Broad experience gained managing workplace injuries ▪ Demonstrated ability to build relationships internally & externally ▪ Effective communication ▪ Minimum 3 years' experience in a similar role 	<ul style="list-style-type: none"> • Previous airline experience
Skills	<ul style="list-style-type: none"> ▪ Strong team player ▪ Strong communication, negotiation and influencing skills ▪ Flexibility and adaptability ▪ Empathetic nature ▪ Demonstrated administrative and technical ability ▪ Demonstrated ability to manage relationships at all levels 	
Knowledge	<ul style="list-style-type: none"> • Comprehensive knowledge of the Comcare and traditional schemes • High understanding of medical terminology • Good understanding of WHS 	<ul style="list-style-type: none"> • Good knowledge of Virgin Australia's operating procedures

Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Displays a passion for delighting both internal and external customers • Seeks to understand customer needs by actively listening to their thoughts and concerns • Embraces diversity and is responsive to different experiences, perspectives, values and beliefs • Is curious and continuously looks for ways to learn and improve • Knows, understands and follows standard operating procedures • Is authentic and honest, can admit to making mistakes
Desire to be Better	<ul style="list-style-type: none"> • Strives to improve experiences for internal and external customers • Has a curious mind towards identifying opportunities and finding ways to be better • Demonstrates a high level of personal motivation to learn and develop • Resourceful and creative with coming up with solutions • Identifies and contributes ideas for improvement • Identifies, addresses and reports safety hazards
Collaborates	<ul style="list-style-type: none"> • Displays passion for sharing knowledge and ideas • Voices opinions and new ideas freely • Respects differences and seeks to understand diverse perspectives • Works constructively in and across teams, viewing every interaction as an opportunity to collaborate • Is curious and open-minded to new ideas, perspectives and approaches • Clarifies own understanding and embraces alternate view • Challenges behaviours that compromise safety
Inspires Team	<ul style="list-style-type: none"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures
Creates Future	<ul style="list-style-type: none"> • Welcomes change and remains positive in the face of ambiguity • Seeks information to understand change and impacts • Demonstrates a change mindset, flexibility and openness • Understands the need for VA Group to be innovative and drive business improvement • Seeks to understand Virgin Australia's strategy and how they can contribute • Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes
Drives Results	<ul style="list-style-type: none"> • Plans work to deliver within expected timeframes • Shows energy, enthusiasm and initiative for achieving own goals • Follows through on commitments to both internal and external customers • Seeks guidance and support to address obstacles and achieve set goals • Integrates feedback and takes responsibility for achieving own goals • Delivers outcomes within standards operating procedures.