

Department of Natural Resources and Environment Tasmania

Statement of Duties

Position title	Specialist, Workers Compensation and Injury Management
Position number	707777
Division/Business Unit/Branch	Strategy & Business Services/ People & Culture/ Relationship Management
Award/Agreement:	Tasmanian State Service Award
Classification	General Stream, Band 6
Position Status	Fixed-term
Full Time Equivalent (FTE):	1.0 FTE (minimum 0.80 FTE, by negotiation)
Ordinary hours per week:	36.75 hours (minimum 29.40 hours, by negotiation)
Location	Hobart, Launceston or Devonport
Reports to	Manager, Relationship Management

Position Purpose

The purpose of the role is to ensure effective case management of workers compensation claims and non-compensable injury management in accordance with legislation, the Department's Injury Management Plan and any applicable policies and guidelines.

Major Duties

- Deliver and provide support in relation to all injury management and return to work requirements in accordance with the Department's Injury Management Program and any other relevant legislation, policies and guidelines.
- Provide authoritative advice on the management of the Department's workers compensation claims, non-compensable injury management, and return to work management in line with relevant legislation, policies and guidelines.
- Research, analyse and evaluate the Department's Injury Management Program to identify, develop and implement contemporary workers compensation and non-compensable injury management policies, practices, processes and systems which meet operational and service delivery requirements and are in line with relevant legislation.
- Evaluate and assess workers compensation claims and provide advice on liability within statutory timeframes.
- Establish and maintain effective working relationships and liaise with key stakeholders including, the Tasmanian State Service Workers Compensation Fund Administration Agent, injured workers, senior management, workplaces, medical providers, workplace rehabilitation and other relevant service providers.

- Promote positive injury management outcomes and timely return to work processes through adapting a flexible and strategic approach to the management of compensable and non-compensable cases.
- Maintain a current knowledge of regulations, legislation and practice relevant to workers compensation and non-compensable injury management.
- Provide high level reports on workers compensation claims and injury management statistics, including the provision of contemporary information and guidance on emerging workers compensation issues.
- On behalf of the Department liaise with, support and instruct the Office of the Solicitor-General in Workers Rehabilitation and Compensation Tribunal matters.
- Lead, instruct and guide less qualified or experienced team members. As a senior member of the team, you will influence skill development and performance of less experienced employees.

Responsibility, Decision Making and Direction

The occupant of the position is responsible for:

- implementing policies, regulations and plans to provide efficient and effective program or service delivery outcomes;
- management and/or quality control of outcomes, processes, systems, resources, assets and infrastructure. This includes managing the performance of subordinate staff;
- providing advice on the application of policy to systems and processes in meeting specified program objectives; and
- ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department's WHS Management System.

The decision making and direction received in relation to the role are that:

- guidance and instruction may on occasion be received on the implementation of modifications consistent with policy, regulatory and/or technological requirements and developments;
- the occupant operates with considerable independence in determining priorities, procedures and approach in implementing policies, plans, systems and procedures in a complex specialised environment; and
- work of a highly technically complex nature or with a varied range of activities may receive instruction and/or provide innovative solutions to meet program or service delivery outcomes.

Knowledge, Skills and Experience (Selection Criteria)

- Significant experience and knowledge of injury management including regulations, policies, systems and processes.
- Comprehensive knowledge of relevant workers compensation legislation and successful experience in implementing strategies to proactively manage workers compensation claims.

- Management roles require significant management skills and expertise to lead a complex activity or program unit to support the operation or functional area.
- High level communication and interpersonal skills including consultation, negotiation, liaison and conflict resolution skills and the ability to effectively represent the Agency. High level written communication skills.
- Highly developed conceptual and reasoning skills to research, investigate, analyse, evaluate and integrate relevant solutions from diverse disciplines or fields into area of activity. Initiative, flexibility and creativity in developing options and recommendations to resolve problems and improve service delivery.
- High level organisational skills which enable the coordination, facilitation and conduct of a variety of activities, and the planning and completion of work activities within tight time frames.

Position Requirements

Essential Requirements

- A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption.

A person is vaccinated against COVID-19 if the person has received all doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

A person may be granted an exemption from providing evidence that they are vaccinated against the disease where the person demonstrates –

1. Medical contraindication

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.

Or

- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances

Demonstrated to the satisfaction of the Head of Agency.

Desirable Qualifications and Requirements

- Certificate IV in Personal Injury Management (Return-to-Work).

- Qualified Injury Management Coordinator.
- Tertiary qualification(s) in workers compensation claims, injury management, work health and safety or a related discipline.

About Us

The Department of Natural Resources and Environment Tasmania (NRE Tas) is responsible for the sustainable management and protection of Tasmania's natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department's activities guide and support the use and management of Tasmania's land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State's relative disease and pest-free status.

Under Tasmania's emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), environmental emergencies (includes marine pollution spills), fire in national parks and other reserves, floods from dam failure and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department's website at www.nre.tas.gov.au provides more information.

Working Environment

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There is a strong emphasis on building leadership capacity throughout NRE Tas.

The expected behaviours and performance of the Department's employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at www.dpac.tas.gov.au/divisions/ssmo.