

HSW Injury Management Adviser

Role data

Position no.	E12720	Work area profile	Employee Services
Work level classification	Level 6	Directorate/Business unit	People and Culture
Reports to (role)	Health Safety and Wellbeing Specialist	Location	Brisbane, Adelaide or Melbourne
No. direct reports	Nil	No. of indirect reports	Nil
Version date	May 2024	Tenure	Permanent Full Time

Work area profile

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

With offices in each State and Territory, Ahpra represents National Scheme interests with key community, professional, employer and government stakeholders with local operations governed by the Health Practitioner Regulation National Law Act as in force in each State/Territory.

The National Registration and Accreditation Scheme Strategy 2020-2025 outlines Ahpra's commitment toward investing in our people, their capability and our culture as a fundamental element towards the achievement of our vision and purpose.

The Employee Services function is accountable for the delivery of a broad range of efficient and streamlined services including payroll, estate management, health safety and wellbeing, change management support and employment relations. Employee Services strives to embed best practice operational services across the whole of Ahpra and provide support to its key stakeholders.

Role purpose

Reporting to the Health Safety and Wellbeing Specialist, the Health Safety and Wellbeing and Injury Management Adviser is integral to the successful management of return-to-work programs across Ahpra's offices and provides specialist advice and management of compensable and non-compensable injuries. The role reports to and works closely with the Health Safety and Wellbeing Specialist to deliver best practice approaches for incident management and issues affecting worker wellbeing, while supporting the creation of effective management plans and resources to reduce emerging and known physical and psychosocial hazards in the workplace.

The role is responsible for the thorough and strategic analysis of key health, safety and wellbeing metrics and making strong recommendations to the Health, Safety and Wellbeing leadership for remedial actions as well as annual compliance program delivery.

Key accountabilities

Lead delivery of all aspects of Ahpra's workers compensation program across all Australian states and territories including premium management, annual reporting, claims management and complex case strategies to assist the broader People and Culture team in the management of return-to-work cases and health, safety and wellbeing matters.

- Manage return-to-work (RTW) activities by partnering with injured workers, their representatives managers and P&C Business Partners as appropriate, to promote successful outcomes for the

individual and business (includes maintaining up to date knowledge of RTW legislation across Australia and facilitating RTW training to build internal capability).

- Lead a nationally compliant injury management program to achieve timely and optimal outcomes for injured employees and Ahpra and minimise associated workers compensation premiums.
- Support the implementation and ongoing administration of psychosocial hazard risk assessments and development of subsequent management plans.
- Lead case management activities reported through Ahpra’s incident management system Log It.
- Monitor and analyse Health Safety and Wellbeing Management System incident and hazard data to proactively identify areas of risk and recommend remedial actions.
- Partner with stakeholders to review and manage incidents, near-misses and hazards with the aim of improving practices and preventing future injuries.
- Plan for the annual program of working from home and ergonomic assessment compliance check activities.
- Provide authoritative, specialist advice across a range of Ahpra initiatives and senior forums to positively influence and embed health, safety and wellbeing through thoughtful program design, resource development and support for managers, People and Culture Business Partners and HSW committees.
- Support the development of a contemporary, best practice suite of health, safety and wellbeing policies and procedures that comply with all relevant WHS/OHS laws across Australian jurisdictions to maintain a physical and psychological safe workplace.
- Contribute to the implementation of the National wellbeing program and accreditation of Ahpra’s Health, Safety and Wellbeing Management System to ISO45001 and ISO45003.
- Provide timely and accurate responses to incoming requests/queries from stakeholders based on assigned portfolio area of responsibility.
- Other duties as directed by the Health Safety and Wellbeing Specialist.
- Health safety and wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - take reasonable care for own and others’ health, safety and wellbeing
 - adhere to Ahpra’s workplace health, safety and wellbeing policies and procedures.

Capabilities for the role

The Ahpra [Capability framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate

Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in a relevant discipline (Allied Health preferred) or commensurate experience managing national Injury Management programs • Certification as a rehabilitation and return to work coordinator in at least one state/jurisdiction
Experience	<ul style="list-style-type: none"> • Highly developed knowledge and experience in multi-jurisdictional worker's compensation schemes' legislation and operations • Advanced ability to engage and sustain successful collaborative stakeholder relationships • Significant experience supporting medical conditions within the workplace, including workers compensation cases with a specific emphasis on complex and psychological matters • Demonstrated customer service excellence • Advanced experience in report and policy writing • Demonstrated proficiency using software applications relevant to the role (e.g. Microsoft Office Suite and WHS Operational systems). • Highly developed interpersonal skills and integrity to deal with sensitive, confidential information appropriately • Excellent organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail • Ability to work both independently and collaboratively as part of a team • Proficient across the Microsoft Office suite, including SharePoint and MS Teams

Key relationships

Internal relationships	External relationships
People and Culture Business Partners	Corporate wellbeing providers
Ahpra people leaders	Workers compensation insurers in each state
Ahpra employees	Employee Assistance Program Provider

Risk & Resilience	WHS and OHS regulators
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