



Return to Work and Wellbeing Advisor

Position Number: 500504

Directorate: Governance and Corporate Performance

Department: People and Culture

Reports to: Organisational Development

Classification: Band 6

Employment Status: Permanent Part Time

Location: **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: September 2019

Employee signature: _____ **Date:** / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



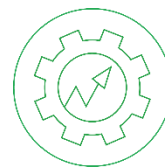
Respect



Customer Service
Excellence



Accountability

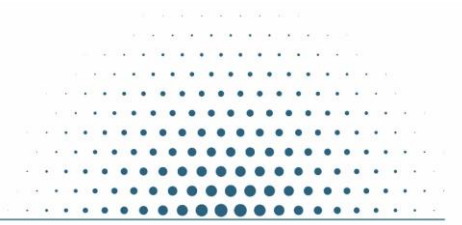


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

- > To co-ordinate and support all aspects of injury management and return to work for both work-related and personal injuries. The role will also address and respond to the health and wellbeing of Council employees by identifying and supporting initiatives that improve health and wellbeing at work. Additionally, and as a member of the People and Culture team, the role will support other department resources as required.

Key Responsibility Areas

Return to Work (RTW) and Injury Management

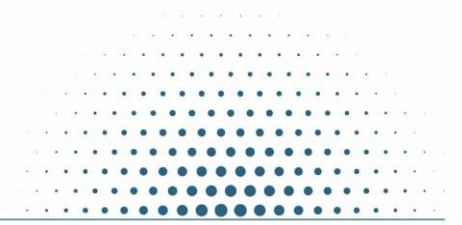
- Coordinate the return to work/injury management function for MSC including, but not limited to:
 - the processing of workers compensation claims;
 - return to work planning;
 - liaising with medical practitioners, rehabilitation providers, supervisors, employees and insurer; and
 - seeking support with more complex claims.
- Ensure compliance with workers compensation legislation and internal policies and procedures in relation to injury management and RTW.
- Undertake workers compensation claims analysis and review.
- Assist in the review and development of policies and procedures in relation to RTW, injury management and employee health and wellbeing.
- Work in partnership with departments to identify injury themes and trends and steps for prevention.
- Support the management and return to work of employees following personal injury or illness.
- Work in conjunction with Managers and the People and Culture team to support the review, evaluation and confirmation of Inherent Role Requirements for use within position descriptions, pre-employment functionals and fit for work assessments where required.

Health and Wellbeing

- Promote the vision of safety, health, productivity and wellbeing of workers as the key priorities for MSC.
- Lead the development of health and wellbeing programs that respond to organizational needs, including prevention measures.
- Develop strong stakeholder relationships that inform the organisation's health and wellbeing needs.
- Support the Learning and Development Coordinator in identifying, reviewing, organizing and promoting learning needs that have a health and wellbeing emphasis. This will include mandatory training requirements.
- Coordinate the provision of proactive wellness programs and injury prevention support services to managers and staff across the organisation
- Identify opportunities and develop and deliver project recommendations that contribute to health outcomes, for the vision of safety, health and wellbeing across organization

Employee Assistance Program (EAP)

- Raise the profile of the employee assistance program and continually look at improvements in the way EAP is presented, offered and / or delivered.



Occupational Health and Safety Management and Systems

- > Comply with and ensure compliance by all staff with a duty of care in respect to OH&S legislation, risk management requirements and Council policy.
- > Assist to determine the health and safety training needs of the organisation and provide support to establish the health and safety training program.

Reporting and Corporate Reporting

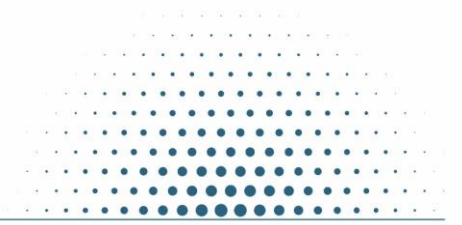
- > Maintain and update the Human Resources Information System (HRIS), OHS and Risk systems
- > Produce a range of correspondence and create records to support the conduct of business activities.
- > Undertake program activities as required
- > Ensure written documentation is received and approved, in accordance with the policies and procedures that may be implemented.
- > Ensure all business transactions are recorded and registered into the appropriate system.
- > Keep up to date on record management procedures.

Customer Service

- > In accordance with Council's Customer Service Procedure ensure quality customer service is provided at all times whether the communications are delivered personally, electronically, written or by telephone.
- > Maintain effective, timely and cooperative communication with all customers, community groups/organisations, business, Council and other Government authorities on matters relating to public liability and other insurance or health and safety issues.

Other Duties

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



About the Role

Key Selection Criteria

1. Demonstrated knowledge, understanding and experience in Local Government, OHS and/or Workers Compensation including relevant legislation, Codes of Practice and Guidelines.
2. Well-developed influencing, analytical and problem-solving skills, including demonstrated capacity to translate strategic concepts into practical strategies
3. Demonstrated experience in workplace consultation and the provision of technical advice in Occupational Health and Safety and/or Workers Compensation.
4. Excellent oral, written and interpersonal communication skills.
5. Understanding of OHS Management systems and the ability to contribute to the ongoing development and maintenance of such systems.

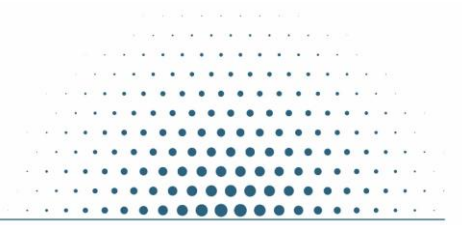
Qualifications and Experience

Essential

- Qualification in Health and Fitness E.g. Certificate IV in Fitness or relevant tertiary qualification
- Experience in planning, implementing and evaluating health and wellbeing activities and programs and continuously link these programs to the health promotion in the workplace environment.
- Demonstrated understanding of Occupational Health and Safety Legislation and Work Cover.
- Certified Return to Work Coordinator.
- Well-developed organisational skills with the ability to manage multiple tasks
- Ability to implement Initiatives to support continuous improvement
- Ability to provide timely and accurate advice to internal and external customers
- High level initiatives with the ability to implement value add solutions
- Demonstrated experience with a Human Resources Information System/OHS/Risk or other database software packages including generating HR metric reports.
- Demonstrated computer literacy and sound experience in word processing, spread sheets and PowerPoint.
- Willingness to undertake National Police Check

Desirable

- Demonstrated experience in components of effective project management, including planning and development, implementation and evaluation.
- Ability to provide one on one and group coaching
- Demonstrated ability to work independently and innovatively
- Demonstrated ability to maintain a high level of confidentiality.
- Excellent interpersonal skills and the ability to build relationships with stakeholders, including team members, board members and external partners.
- Expert level written and verbal communication skills.
- Highly effective ability to participate in meetings and events at all levels of the organization.
- Commitment to and willingness to participate in continuing training and education related to area of employment.
- Local Government experience
- Willingness to undertake National Police Check



Position Requirements

Accountability and Extent of Authority

- > Accountable for the quality, timeliness and accuracy of own work
- > Work within specific timeframes and under general supervision and guidance of the OD Coordinator.
- > Assist with the development of return to work plans in conjunction with the relevant manager, coordinator or team leader
- > Ensure compliance by all staff and management to their duty of care in respect to stated occupational health and safety
- >

Judgement and Decision Making

- > The nature of the work is specialised and involves the use of judgment and decision making accessing a range of resources and information including relevant legislation, regulations and organisational policies and procedures
- > Guidance and advice is usually available
- > Maintain an efficient and effective administrative work priority schedule.

Specialist Knowledge and Skills

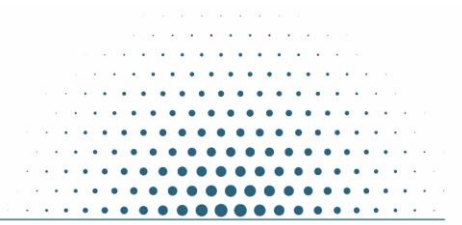
- > Above average ability in the use of Microsoft Office package, specifically Access, Word, Outlook and Excel
- > Experience with Electronic Record Management Systems e.g. ERMS
- > Well-developed numeracy skills
- > Understanding of the Organisation and its functions
- > Excellent attention to detail
- > Highly developed public relations and customer service skills
- > Comprehensive understanding of relevant legislation and Local Government Awards
- > Comprehensive understanding of occupational health and safety legislation, regulations and codes of practice.
- > Comprehensive understanding of WorkCover related legislation and requirements.

Management Skills

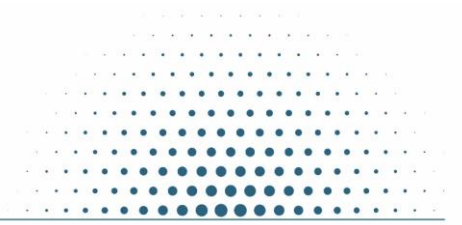
- > Ability to manage, plan and prioritise own time and co-ordinate work commitments
- > Ability to work with minimal supervision
- > Demonstrate an understanding of the principles of Equal Employment Opportunity and follow Occupational Health and Safety practices
- > The ability to influence management and staff to ensure achievement of Occupational Health and Safety goals and objectives.
- > Ability to be proactive and show initiative

Interpersonal Skills

- > Ability to relate to persons with differing backgrounds
- > Excellent interpersonal skills and be able to effectively communicate with a diverse range of staff and other relevant statutory authorities.
- > Capacity to manage changing priorities and ambiguity while remaining calm and controlled
- > Absolute integrity, confidentiality, trustworthiness and professionalism are required for this position



- > Highly developed teamwork and well developed interpersonal and communication (written & verbal) skills
- > Proven negotiation, mediation and conflict resolution skills
- > Ability to gain co-operation and assistance from internal and external customers



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

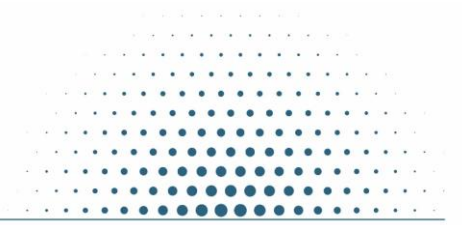
Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

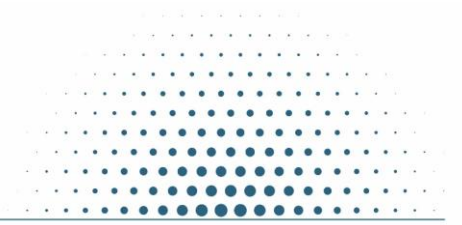
- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.



Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

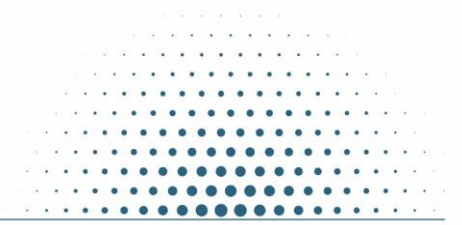
The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.



Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

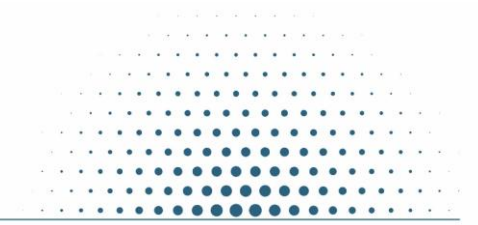
Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.



Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.