

POSITION DESCRIPTION

Injury Management Advisor

Your classification: Non-Award
Your department: People, Learning and Culture (PLC) – HR Systems, Compliance and Reporting

You'll report to: Workers Compensation and Injury Management Manager

(with a dotted line report to a Senior HR Business Partner in the HR Business Manager teams under the Employee Experience function)

Your direct reports: Not Applicable

Your key relationships:

You'll be part of the collaborative Uniting PLC team that includes the PLC Director, PLC Heads and team members in Employee Experience, HR Systems, Compliance and Reporting, and HR Strategy and Capability

You will have responsibility for building and nurturing relationships with internal stakeholders across Uniting through the HR Business Manager teams, and with internal functional areas

You will also work with external stakeholders including service providers such as Workers Compensation Insurers, Rehabilitation providers & treating practitioners.

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

ABOUT THE ROLE

This role drives the implementation of the organisation's return to work program, fostering a culture that embraces workplace based rehabilitation and the provision of suitable duties to encourage and support safe, durable and timely return to work outcomes for injured/ill/disabled workers.

ROLE OBJECTIVES

- Restore injured workers to their fullest capacity through effective and timely injury management, in accordance with the organisations Return to Work Program (RTW).
 - Develop, implement, monitor and evaluate return to work plans, for all significant injuries, in consultation with stakeholders and aligned with certificates of capacity.
 - Promote, inform, educate and elicit support for workplace based rehabilitation in collaboration with key stakeholders.
 - Contribute to claims management strategies that minimise the impact of injury on the injured worker and on the organisation.
 - Contribute to the development, maintenance and continuous improvement of the organisations Health, Safety and Wellbeing management system, in particular processes, tools and initiatives which support the organisations RTW Program.
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YOUR RESPONSIBILITIES

Financial management:

- Identify and take action to mitigate (through ownership, advice and/or escalation) issues which are likely to have a significant and adverse impact on claims costs.
- Ensure that all activities within the scope of responsibility are performed in accordance with relevant budget allocations and policy guidelines

Operational Processes

- Maintain close collaboration with the HR Business Manager teams and the WHS / IM teams with provision of regular information, status, issues and support for activities undertaken across the business in order to facilitate a seamless and effective service provision as a dotted line report into the Senior HR Business Partner teams
- Initiate and maintain contact with key stakeholders, including injured worker, insurer, nominated treating doctor and service manager / line manager to assess return to work needs following notification of injuries which are likely to be significant.
- Establish, monitor and upgrade RTW goals on an as-needs basis.
- Develop, maintain and review documented RTW plans for injured workers who are unable to resume normal duties within 7 days.
- Maintain claims files ensuring that documentation and information is current and complete
- Engage with treatment providers to ensure alignment of treatment and workplace based rehabilitation goals.
- Support Line Managers to identify suitable duties that align with capability certificates.
- Initiate case conferences with injured workers, management, insurer and nominated treating doctor on an as needs basis, where barriers to the RTW process are identified.
- Participate in and contribute to claims review processes and decision making, including monitoring and enabling finalisation of claims by Insurer
- Support mediation and issue resolution, as directed.
- Promote recovery through effective consultation, collaboration and communication with nominated treating doctors, treatment and rehabilitation providers and insurer.
- Monitor, review and evaluate treatment plans and rehabilitation provider activities.
- Maintain relevant electronic and paper based records including MIRA/Cintellate, RTW files and associated injury management documentation in keeping with confidentiality and privacy requirements.
- Support business reporting requirements as directed
- Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by Uniting's Health, Safety and Wellbeing management system and in adherence to the attached Work Health Safety (WHS) responsibilities by role.
- Participate and comply with all quality management systems and processes.

Client Management:

- Utilise knowledge, skills and experience to partner with (i.e. coach, educate, inform and influence) key stakeholders with regard to effective workplace based rehabilitation.
- Establish and maintain rapport with injured workers and their managers.
- Respond in a timely, professional and courteous manner to stakeholder needs and enquiries regarding workplace based rehabilitation.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration with other key members of the PLC function to deliver seamless and impactful end to end PLC services with the Client at the centre

People Management:

- Actively engage and participate in the company's performance management framework and review processes.
- Act in a manner which upholds and positively reflects the organisation's Code of Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity
- Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
- Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached Work Health Safety (WHS) responsibilities by role.

KEY PERFORMANCE INDICATORS

Financial management:

- Ensure that all activities within the scope of responsibility are performed in accordance with relevant budget allocations and policy guidelines
- Reduction in premium impacting factors such as lost time and program duration
- Reduction in average cost of claims

Operational processes:

- Positive contribution towards delivering projects/initiatives led by your team on brief, on time and within budget
- Achievement against an individual work plan that align with your team's operational work plan
- 3 point contact initiated during first 48 hours.
- Timeliness of injury management interventions.
- Case reviews initiated and documented at key milestones.
- Currency and duration of RTW plans.
- Achievement of objectives and targets as per annual performance agreement

Client management:

- Effective client relationships in place and stakeholders indicate high levels of satisfaction with service delivery
- Initiation and participation in case conferences.
- Participation and contribution to claims review processes

People management:

- Standards of professional behaviour demonstrate alignment with Uniting's values and are effectively role modeled in all workforce interactions
- Participate in the formal annual performance review process.

THE IMPORTANT DETAILS

Qualifications:

- Tertiary qualifications in a health discipline or demonstrated equivalent knowledge and/or experience
- WorkCover RTW Coordination Certification.

Your experience ticks the following boxes:

- At least 5 years' experience in RTW coordinator and/or claims management.
- Experience in dealing with complex claims including primary psychological claims.

- Ability to develop and review a return to work program consistent with workplace requirements and the insurer's injury management program.
- Ability to develop and implement return to work plans for individual workers

Even better:

- Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority
- Ability to implement policy and procedures of the return to work program.
- Excellent written and verbal communication skills, including negotiation and listening skills.
- Conflict resolution skills.
- Ability to implement and explain the Workplace Injury Management and Workers Compensation Act 1998, the Workers Compensation Act 1987 and any relevant regulations and guidelines.
- Ability to identify suitable duties, consistent with section 43A of the Workers Compensation Act 1987.
- Decision making skills.
- Ability to effectively disseminate information to all relevant parties.
- Case and caseload management skills.
- Organisational and time management skills.
- Ability to assess personal strengths and weaknesses and identify when professional provider services are required.
- Ability to work independently and contribute the objectives and targets of a team

ABOUT UNITING

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care and disability, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
<p style="text-align: center;">WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)</p>	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and safety - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the organisation to comply with this Act - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS - attend and/or complete safety-related training including induction and emergency preparedness - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others - use equipment that has been provided for your health, safety and wellbeing - report all hazards, incidents and injuries to your immediate supervisor - participate in discussions/consultation about changes to workplace/premises or job task/practice - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done - do not put other people's health, safety and wellbeing at risk by your action or inaction