

MW ROLE MANDATE

Date assessed: June 2023

Date reviewed: May 2024

Position	Manager, Injury & Wellness	Reports to	Senior Manager, Health & Wellbeing			Group	3	
Division	People & Transformation	Span of Control	Direct Reports:	0	Indirect Reports:	1	Grade	16
Role Purpose					Measures of Success			
The Manager, Injury and Wellness manages the WorkCover Self-Insurance licence, early intervention program, strategy and administration of WorkCover claims, and assisting in the return to work of both work and non-work related injuries, illnesses and conditions.					Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 30% People 60% Driver			
Key Individual Accountabilities					Qualifications & Experience			
<ul style="list-style-type: none"> • Manage the Self-Insurance licence including reporting and compliance (e.g. SISAP audits, EDT returns etc). • Lead case management of Injuries (work and non-work related), return to work and associated support, WorkCover and associated claims. • Drive for quality outcomes in Rehabilitation, Return to Work and Early Intervention strategies – through assessment of risk, anticipating change and being proactive in planning and execution. • Ensure complete and accurate recording and reporting of all aspects of injury management (including claims management) • Identify injury management trends, define lessons learnt, and integrate findings into improvement initiatives. • Liaise with and manage a variety of internal and external stakeholders during the claims process including the worker, lawyers (for advice and settlements), human resources, the safety service delivery team and Melbourne Water managers and leaders. processes for: • Be up to date with changes to legislation and the impact on our processes and business operations • Assist in the management of health, medical and supporting contracts and processes required to support a healthy workplace • Assist in defining and implementing a health assessments program within Melbourne Water. • Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. 					<ul style="list-style-type: none"> • WorkCover experience with an overview of Self-Insurance Scheme. • Experience with Return to Work and related industrial issues. • Excellent relationship management at all levels of an organisation. • Drivers licence. 			
Key Shared Accountabilities					Leadership Behaviours			
<ul style="list-style-type: none"> • Our People: <i>Engagement Scores, NNWW, Performance Management, Resource Planning, Team Succession Planning</i> • Financial Sustainability: <i>Overall MW Budget and Business plan deliverables</i> • Customer and Community: <i>Team NPS score as a service; Team Customer Satisfaction and Reputation Scores</i> • Safety Leadership: <i>TRIFR, HPIFR, Claims costs and Safety Scores from C&E survey</i> • Vision and Purpose: <i>Communicates and inspires a shared Team vision and strategic direction</i> • Risk: <i>Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.</i> 					<ul style="list-style-type: none"> • Professional Leadership mind-set and behaviour • Agent of Culture - Inspire through role modelling of values, mind-sets and habits to bring to life our desired culture • Maturity and judgement necessary to contribute to complex decision making • High energy to take action and drive business results 			



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Decision Rights – Owns	Decision Rights - Influences	
<ul style="list-style-type: none"> • Execution of Team Strategy and business plan deliverables • Team’s operational budget • Approval of financial expenditure (within delegated authority) • Team structure within agreed Corporate Plan FTE & budget • Team succession planning • Regulator responses and management 	<ul style="list-style-type: none"> • Embedding a Safety culture across the organisation 	<ul style="list-style-type: none"> • Ability to lead change and communicate with a diverse range of stakeholders • High level communication, relationship management, negotiation and influencing skills • Highest standards of professional ethics • Highly developed workers compensation

Time Focus			
Influencer	Strategist	People	Driver
<ul style="list-style-type: none"> • Influence change across your team and organisation to accelerate strategy execution, mind-set change and accountability • Build strategic internal and external relationships i.e. across business and relevant external markets (peers, customers, partners, govt.) • Ensure Board confidence in division • Support General Manager/Chief/Head of 	<ul style="list-style-type: none"> • Position your business and the enterprise for the future • Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value • Have a point of view on strategic business issues and challenges • Take action to maximise opportunities created by the changing business environment, for the business • Act to support the overall strategy – commercial, market, customer and people – while managing the impact on own team 	<ul style="list-style-type: none"> • Leading, coaching and inspiring • Recruiting the right talent to ensure strategy execution • Engaged teams 	<ul style="list-style-type: none"> • Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered • Driving operational effectiveness, process improvement, achieving budget targets, and ensure consistent audit outcomes