

Position Description

Injury Management Coordinator



Faculty/Portfolio	Enterprise
School/Centre	Human Resources Division
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waurm Ponds Campus or Melbourne Burwood Campus
Classification	HEW 7
Reporting Line	Manager, Health, Wellbeing and Safety

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and number one in Victoria for student satisfaction – a ranking of which we are very proud. Deakin University operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurm Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have four corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurm Ponds campuses, as well as offices in India, China and Indonesia.

WHY WORK FOR OUR UNIVERSITY?

[Human Resources Division](#)

[Benefits of working at Deakin](#)

[Deakin's Strategic Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a bronze award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

This role is responsible for the coordination of injury management services for staff members with work related and non-work related injuries with the goal of achieving a timely, effective and sustainable return to work. It also includes the support and promotion of early intervention and health and wellbeing programs.

Key Relationships:

Internal	<ul style="list-style-type: none">• Staff members• Managers and Supervisors• HR Division colleagues, particularly HR Partnering, Workplace Relations, HR Advisers and Payroll and Benefits• Health and Safety team• Diversity and Inclusion team
External	<ul style="list-style-type: none">• Deakin's Workcover insurance provider• Medical professionals• Rehabilitation, Return to Work and Health and Wellbeing providers• Employee Assistance and Manager Assistance Providers• Government agencies, including WorkSafe• Other universities

PRIMARY RESPONSIBILITIES

- Manage and provide specialist advice and case management services to support work related and non-work related injuries and medical conditions including:
 - utilising best practice early intervention and case management strategies to support staff and managers in dealing with and resolving staff health and wellbeing matters
 - the development and implementation of return to work plans and assisting managers to understand their responsibilities and obligations under the relevant legislation
 - providing advice to managers and staff on reasonable adjustments, and supporting implementation of agreed adjustments
 - facilitation of case management meetings with HR colleagues to enable effective sharing of information for holistic case management
 - management of workers compensation claims, including compliance with legislative requirements and undertaking regular strategic claim reviews to ensure cases are being managed appropriately and in the most cost effective way.
- Proactively manage internal and external relationships with staff members and managers, HR colleagues, key insurer contacts, service providers and medical professionals to achieve best possible outcomes for injured staff members and Deakin.
- Contribute to the development and maintenance of staff wellbeing, injury, illness and disability management policies, procedures and associated documentation.
- Develop and implement systems and initiatives that promote and support workplace health and wellbeing including targeted initiatives and programs to address current and emerging workplace health and wellbeing risks at Deakin.
- Develop and facilitate the delivery of training programs for colleagues, managers and staff on health and wellbeing matters, to enable them to identify the early warning signs of health and wellbeing issues or concerns and seek guidance and support.
- Contribute to a team based culture of quality and continuous improvement and high level customer service provision.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- Degree with substantial relevant experience; or extensive experience and case management expertise in injury management; or an equivalent combination of relevant experience and/or education/training.
- Experience in providing health and wellbeing advice and consultancy services within a complex organisation.
- Experience in negotiating and facilitating successful outcomes in the management of employee return to work and rehabilitation.
- Experience in mediation and other means of conflict and dispute resolution

Capabilities and Personal Attributes:

- Sound knowledge and understanding of contemporary HR management practices, with a particular emphasis on some or all of the following: work health case management; health and wellbeing promotion; workplace reasonable adjustments; management of change; behavioural and cultural change; workplace relations.
- Well-developed interpersonal, written and verbal communication skills together with proven negotiation skills and the ability to maintain strong relationships with University staff, management and colleagues at all levels.
- Demonstrated capacity for analytical and conceptual thought in the development of new initiatives, in the diagnosis of problems and in providing innovative and practical solutions on a timely basis with a focus on providing quality service to internal clients.
- Ability to exercise judgement, manage sensitive and confidential issues, deal discreetly with other staff and demonstrate respect for cultural diversity.
- Proven capability to work positively as part of a collaborative work team, to accommodate and work well with different working styles and to work independently where required.
- Demonstrated ability to organise and plan, adapt to changed priorities, along with the ability to negotiate conflicting demands and deadlines.

SPECIAL REQUIREMENTS

- Regular travel to other University locations.
- Current Victorian driver's license

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.