



# Position Description

## / Our Values

We value life  
We make every conversation count  
We will find a better way, today  
We make the complicated simple

Position Title	Specialist Coordinator (Work and Wellbeing)
Position Number	
Job Group	JG4
Division	<b>Supported Recovery</b> The Supported Recovery Division supports client recovery through identification of needs and implementation of primary care services, with the aim of getting clients' lives back on track as quickly as possible. The Division plays an active role in the implementation of the TAC's rehabilitation and Return to Work frameworks. The Supported Recovery Division incorporates Return to Work and Lump Sum, Common Law and Health functions.
Branch	Work and Wellbeing
Location	Geelong Mobility: Role will require full mobility to client locations in Victoria
Reports To	Team Manager
Number of Direct Reports	N/A
Working with Children	Is a Working with Children check required for this position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Financial Delegation	N/A
Job Purpose	Work in collaboration with the Relationship Manager to: <ul style="list-style-type: none"> <li>• Support clients to achieve their goals in work and life/social roles.</li> <li>• Support clients to choose the most appropriate services to meet their needs.</li> <li>• Support clients to achieve their optimum life back on track outcome</li> <li>• Build trusting relationships with clients and key stakeholders</li> <li>• Focus on the person, not the injury</li> </ul>

## KEY ACCOUNTABILITIES

### Goal Setting and Planning

1. Actively facilitate clients to achieve their work and participation goals through a person centred approach.
2. Engage in regular face to face visits with clients and key stakeholders (eg. family, employers, providers,) to facilitate their work and wellbeing goals.
3. Collaborate and liaise with the clients Relationship Manager to inform of progress towards their work or wellbeing goals and regularly communicate any barriers or opportunities to the achievement of the Client's goals.
4. Continue to monitor and assess the clients' progress and work together with the client and key parties to adapt the recovery plan to ensure that the clients outcomes are achieved.

### Specialist Support

#### Work Specialists

5. Work with Clients to realise their employment potential and achieve a meaningful and sustainable work outcome .
6. Manage and be accountable for the achievement of the clients work goal
7. Influence stakeholders and educate and encourage the health benefits of work, and provide assistance in regards to accommodating employees with disabilities in line with best practice.
8. Support client to choose appropriate Vocational services to best meet their work needs
9. Work directly with employers to plan and facilitate clients return to work
10. Actively manage the provision of Vocational Services and work directly with Vocational providers to achieve client's work goals.

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### Wellbeing Specialists

11. Work with Clients to realise their potential and maximise their return to life and social roles.
12. Manage and be accountable for the achievement of the clients wellbeing goals
13. Engage and facilitate outcomes with community support networks for clients with highly complex situations, for example emergency housing needs, complex psycho-social needs,
14. Provide specialist support to clients with age related needs, including developmental milestones and education support for child and youth clients, short or long accommodation needs for elderly clients, and other age related specialist needs.
15. Provide specialist support to clients who are not engaging in, or unable to access services, or the TAC, including CALD clients, geographically isolated etc.

### Stakeholder Engagement

16. Collaborate and communicate with the Relationship Manager and other Supported Recovery streams to ensure information is shared to achieve the Client's Life Back on Track.
17. Work proactively and collaboratively to influence and negotiate with key stakeholders, both internally and externally, to ensure clients are supported holistically and that the right support is offered at the right time.
18. Facilitate multi-disciplinary case conferences including clients, family, employer, treaters, vocational providers, community supports etc.
19. Escalate Care Assurance safeguarding as required to appropriate internal stakeholders.

### Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC and WorkSafe Victoria are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

## KEY SELECTION CRITERIA

### Relevant Qualifications, Work Experience & Specialised Knowledge

#### Work Experience

- Vocational Management (OT, VOC or TAC), Allied Health or industry equivalent experience (OT, Care Coordinator, community)
- Experience working in a mobile workplace (desirable)

#### Specialised Knowledge

- Demonstrated understanding and application of Injury Management process
- Capacity to demonstrate resilience

#### Qualifications

- Tertiary qualification and/or equivalent experience in case management, rehabilitation, nursing, medical, paramedical, disability services, sales and account management or other relevant fields.
- Current Australian Driver's Licence



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### Capabilities

**Embrace Accountability:** Accepts responsibility for mistakes and uses these as an opportunity for self and others to learn

**Cultivate Partnerships:** Builds and maintains relationships with stakeholders across roles, teams and divisions, internally and externally

**Deliver Outcomes:** Demonstrates thoughtful consideration for balancing achievement of different goals when delivering results

**Exercise Judgement:** Probe and look past symptoms to determine the underlying causes of problems and issues, recognising the links between interconnected issues within the team

**Cultivate Partnerships:** Influences others to achieve team outcomes by adopting a range of influencing approaches suitable to the situation

**Adapt and Learn:** Regularly seeks feedback and reflects on own capabilities, actively pursuing ways to develop and apply new capabilities

**Exercise Judgement:** Undertakes objective analysis and draws accurate conclusions based on evidence

**Adapt and Learn:** Adapts one's approach as situations change and supports others to do the same

