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## SA Health Job Pack

Job Title	Team Leader Injury Management
Job Number	679100
Applications Closing Date	21 December 2018
Region / Division	Southern Adelaide Local Health Network
Health Service	Workforce - Work Health Safety & Injury Management
Location	Bedford Park
Classification	ASO7
Job Status	Full Time/ Permanent
Total Indicative Remuneration	\$110,471 - \$119,509

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Robin Newlands
Phone number	7425 0268
Email address	Robin.Newlands@health.sa.gov.au

# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## Southern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (MANAGERIAL)

<b>Role Title:</b>	TEAM LEADER INJURY MANAGEMENT
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHA:</b>	SOUTHERN ADELAIDE LOCAL HEALTH NETWORK
<b>Hospital/ Service/ Cluster</b>	NETWORK WIDE
<b>Division:</b>	WORKFORCE
<b>Department/Section / Unit/ Ward:</b>	Work Health Safety & Injury Management (WHSIM)
<b>Role reports to:</b>	<b>Operationally:</b> WHSIM Manager <b>Professionally:</b> Chief Workforce Officer
<b>Role Created/ Reviewed Date:</b>	October 2018
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category:</b>	<input checked="" type="checkbox"/> Category C (minimal patient contact)

### Job Specification

#### Primary Objective(s) of role:

The Team Leader Injury Management Services is accountable to the Manager Work Health Safety and Injury Management for the day to day administration, expertise and implementation of the SALHN injury management function. The position contributes significantly to the development of complex injury management systems for SA Health and SALHN to ensure the early, safe and effective return to work for injured workers and the successful resolution of acute and long term complex claims.

This position works to achieve proactive intervention after work related injury, an equitable and cost effective injury management service and reduction in the long term human and financial cost of workers compensation claims within SALHN. The position will supervise and mentor the injury management team, and attend to any daily administrative issues, including stakeholder liaison and requests for advice.

The position will ensure that all injury management staff in their dedicated area are familiar with and adhere to all requirements in relation to government and performance standards. This position will ensure the efficient and effective management of high risk clients.

The position informs SA Health injury management policy to ensure optimal outcomes for injured workers. The position works with Return To Work SA regarding the SALHN injury management systems and potential change impacts of proposed Return To Work SA service delivery models.

#### Direct Reports:

- ASO5 Job Seeking/ Return to Work Consultant
- ASO5 Claims Consultants (FTE x 3)
- ASO5 Return to Work Consultants (FTE X 1.8)
- ASO3 Administrative Officer

#### Key Relationships/ Interactions:

Internal

- Accountable to the WHSIM Manager SALHN
- Chief Workforce Officer (SALHN)
- SALHN Executive & Divisional Senior Management
- Manager Human Resource Operations
- Team Leader, WHS Injury Preventions
- Nursing Director WHS Clinical, Workfit Services & Infection Control Services
- Works in partnership with other workforce and workforce health positions, as required.

#### External

- Through the WHSIM Manager SALHN, works closely with external auditors, SafeWork SA, accreditation surveyors etc., as required, to address compliance issues and to ensure delivery of injury management services.
- Liaises with industrial associations, solicitors, medical providers and employee representatives, as required.
- Works in partnership with other people and culture professionals, including WorkFit Services, HR advisors and consultants.

#### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Ensure the effective and early intervention and rehabilitation services, minimising the impact of injury for the individual and the organisation.
- > Providing day to day management, leadership and guidance to injury management staff servicing large, dynamic, complex and widely spread workplaces across SALHN to ensure delivery of a consistent, innovative, cost effective, and equitable injury management service for SA Health.
- > Assisting to establish the SA Health wide injury management system and imbed improved practices at the local level.
- > Meet Accreditation Standards within the injury management service delivery model.
- > Continuous improvement of workforce health practices.
- > Promoting the importance of rehabilitation and return to work as an integral part of the injury management service model for SA Health.
- > Ensuring integration of the claims and rehabilitation functions.
- > Advising Return To Work SA of any potential change/s that may impact on the Return To Work SA service delivery models.

#### **Delegations:** (as defined in SALHN instruments of delegations)

The occupant of this position is authorised within delegated authority to:

- > Use prudent management to implement SA Health, SALHN WHSIM implementation plans within delegated authority;
- > Implement planned injury management strategies to resolve related issues, within delegated authority.
- > Lead the selection and recruitment of suitable injury management staff for recommendation, according to HR delegations.

#### **Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

## General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Return to Work Act, 2014
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

## Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

## Special Conditions:

- > Appointment is subject to a satisfactory National Police Clearance obtained through SAPOL to be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours work may be required.
- > Intra-state / interstate travel may be required.

Must have a current, valid and unencumbered driver's licence.

## STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

Ensure that a safe and healthy work environment, free from discrimination is provided for employees by:

- a) implementing departmental human resource policies
- b) ensuring that the principles of Equal Employment Opportunity and Ethical Conduct are a normal part of doing business
- c) managing industrial relations issues appropriately as they arise
- d) managing compliance to the National Safety & Quality Health Service Standards

Acknowledged by Occupant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
SA Health Strategic Priorities	<ul style="list-style-type: none"><li>&gt; Develop implement and review injury management plans, programs and strategies which support the strategic priorities of SA Health and the health reform agenda.</li><li>&gt; Develop implement and review strategies to meet injury management objectives and SA Health or SALHN Key Performance Targets.</li><li>&gt; Initiate, develop, implement and review work place strategies in partnership with SALHN Senior Management, to facilitate a reduction of financial costs.</li><li>&gt; Work with Return To Work SA regarding any potential change which may impact the proposed Return To Work SA service delivery models.</li></ul>
Injury Management System Implementation	<ul style="list-style-type: none"><li>&gt; Implement, coordinate and deliver injury management elements integral to the injury management system and early sustainable return to work and successful resolution of acute and complex claims.</li><li>&gt; Devise and implement agreed programs and strategies in line with SA Health and SALHN workforce health plans for the delivery of a single injury management system across SALHN, to enable to the meeting of Business Safety Excellence and program targets.</li><li>&gt; Monitor injury management outcomes and work flow to ensure trends and workflow are reported to the WHSIM Manager, assisting with the formulation of strategies, including upstream strategies related to work health safety, to reduce the occurrence of injuries and improve injury management outcomes.</li></ul>
Injury Management Service Provision	<ul style="list-style-type: none"><li>&gt; Through a customer service approach, and in partnership with the SALHN and SA Health people and culture staff, identify and assess service wide injury management needs.</li><li>&gt; Work collaboratively with other SA Health injury management team leaders in to ensure best practice in injury management through a coordinated, holistic and consistent injury management system for SA Health, which ensures equity, diversity and individual needs of the injured worker are considered.</li><li>&gt; Deliver injury management services, including consultancy, rehabilitation and return to work planning and coordination, claim determinations, monitoring and approval of costs inclusive of treatment and weekly payments, and negotiation and resolution of disputes, to SALHN directorates which meet all legislative requirements and accreditation standards.</li><li>&gt; Assist in the development and maintenance of best practice and innovative approaches to injury management.</li><li>&gt; Participate in professional improvement training to maintain / develop skills / knowledge / expertise.</li><li>&gt; Review injury management data reports and provide advice as necessary</li></ul>

	<p>to managers and supervisors regarding appropriate interventions to appropriately address and resolve injury management issues within SALHN.</p> <ul style="list-style-type: none"> <li>&gt; Work proactively to resolve claims and compensation related issues and contribute to the creation of a positive work culture, through responsible participation in grievance and dispute resolution.</li> <li>&gt; Represent, or assign a Claims Consultant to represent SALHN in relation to legal and compensation matters within delegation of authority, with particular respect to negotiation and representation at the South Australian Employment Tribunal, and with claimants and their representatives to ensure the timely and cost effective resolution of disputes.</li> <li>&gt; Ensure matters are assigned either internally (self or assign to a claims consultant) or to Crown (subject to approval) to ensure expertise is appropriately utilised for appropriate resolution to issues.</li> </ul>
Injury Management Advisory Service	<ul style="list-style-type: none"> <li>&gt; Provide high level advice on all matters relating to injury management to key stakeholders.</li> <li>&gt; Lead and participate in forums, committees and in working parties and promote retention and early and sustainable return to work, and effective claims management practices.</li> </ul>
Business Partnerships	<ul style="list-style-type: none"> <li>&gt; Proactively identify, establish and maintain partnerships with a range of customers and stakeholders both internal and external to SA Health and within the wider public and private sectors and community to effectively deliver injury management services to SALHN.</li> <li>&gt; Work to resolve injury management related issues and contribute to the creation of a positive work culture, through proactive and timely provision of service and building of effective business partnerships.</li> <li>&gt; Work in partnership with key Workforce Health service areas to ensure internal stakeholders are provided with information as required.</li> <li>&gt; Liaise with SALHN Executive, management and employees to ensure the injury management service is effective, meeting the needs of the network and appropriate and relevant information is released whilst meeting confidentiality requirements.</li> </ul>
Management of SALHN Injury Management Team	<ul style="list-style-type: none"> <li>&gt; Provide advice and direction to the injury management team to ensure deliverability of injury management services at local levels in designated sites across the network monitoring workforce resources.</li> <li>&gt; Develop, implement and review communication and performance development systems within the injury management team.</li> <li>&gt; Manage staff to support regular development and training opportunities to the team, to enable skill and knowledge enhancement for the continued provision of an efficient and effective injury management services.</li> <li>&gt; Encourage and foster a positive culture and safe work environment.</li> <li>&gt; Assist and support the injury management team members through the provision of professional advice, demonstration and mentorship, as required.</li> </ul>
Monitoring, Review, Report and Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Implementing agreed improvement strategies within the injury management team.</li> <li>&gt; Review and monitor reports and undertake audits against SALHN specific policies and procedures, to ensure opportunities for improvement are identified and actioned with a focus of continuous improvement and best practice.</li> <li>&gt; Contribute to the monitoring and evaluation of the injury management system performance and service delivery model.</li> <li>&gt; Implement agreed recommendations to ensure continuous improvement of injury management system performance and service delivery across the network.</li> </ul>

## PERSON SPECIFICATION

### 1. ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

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Nil

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#### Personal Abilities/Aptitudes/Skills

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- > Significant ability to think, plan and implement strategically and to analyse and resolve problems.
  - > Demonstrated high level ability to plan, develop and lead the implementation of injury management systems and strategies, responding to changes as required.
  - > Ability to achieve results within tight timeframes and changing environments in the achievement of SA Health service initiatives and strategic priorities.
  - > Ability to understand and interpret injury management legislation and relevant injury management statistical data.
  - > High level political nous.
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#### Experience

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- > Extensive experience and expertise in providing rehabilitation and return to work services, complex and contentious workers compensation claims, for a large self-insurer.
  - > Extensive experience in developing, implementing and monitoring injury management programs, processes and procedures.
  - > Extensive experience in the provision of expert advice for complex injury management matters to the regulator (Return To Work SA), SA Health, solicitors, senior executive, managers, health professionals and a range of key stakeholders and staff across a large complex organisation.
  - > Extensive experience in the development of, and contribution to, injury management strategies in a large and complex organisation.
  - > Extensive experience in building high performance teams that reflect diversity, effectively managing and supervising staff, allocating tasks, reviewing and monitoring performance, and motivating staff to work collaboratively to achieve agreed outcomes.
  - > Extensive experience communicating, negotiating and resolving conflict resolution, including the proven ability to clearly explain complex administrative, legal and medical issues to rationally resolve conflict and successfully solve problem.
  - > Extensive experience advising SA Health and external stakeholders (including Return To Work SA) regarding injury management policy and complex processes impacting on long term service delivery ramifications.
  - > Significant experience in successfully motivating, leading and managing staff.
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#### Knowledge

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- > Extensive administrative and legal knowledge of the Return to Work legislation, its application, interpretation and philosophical base.
  - > Detailed knowledge of injury management strategies and techniques which are evidenced based and contribute to SA Health planned objectives, performance and operational effectiveness.
  - > Significant knowledge and understanding of strategic planning processes, including implementation and the management of cultural shift, change, individual performance within a large complex organisation, preferably the health industry.
  - > Working knowledge of the WHS Act, 2012, Regulations, Standards and Codes of Practice
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## 2. DESIRABLE CHARACTERISTICS

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### Educational/Vocational Qualifications

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> Desirable: Tertiary qualifications in Injury Management or other relevant discipline.

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## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socio economic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

*The Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.*

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has two hospitals, Flinders Medical Centre and Noarlunga Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability - Work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

### SALHN Vision

We believe in providing the standard of health care that we desire for our own families and friends.

### SALHN core value TRUST

Building positive relationships; with our patients, employees and partners.

## Approvals

### Job and Person Specification Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**