



Position Description

Title:	Health Provider Engagement Specialist	Grade: 4
Reports to:	Manager Provider Programs	Number of Direct Reports: Nil

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

Why is this role important to ReturnToWorkSA
The Health Provider Engagement Specialist develops and implements programs to educate and support health providers to deliver high quality services to the Scheme.

Key Result Areas (KRA)	
Key Result Areas	Impact
1. Utilising RTWSA's medical engagement approach, develop and implement programs to educate health providers about the health benefits of work and the legislative requirements of the RTW Act: <ul style="list-style-type: none"> Proactively engage and direct RTWSA's Medical and Allied Health Advisors program of work Support the RTWSA Medical Advisors to educate and provide individual support to medical providers and practices Support the RTWSA Allied Health Advisor to educate and provide support to providers and their practices Develop, implement and monitor creative and innovative education programs, clinical tools and resources for all providers and measure their success Deliver practice support services that are comprehensive, targeted and effective Maintain effective and collaborative working relationships with provider associations Work collaboratively across all relevant business areas and claims agents to ensure education and support to all Scheme participants is consistent and coordinated Provide education and support to agents 	<i>Desirability</i> <ul style="list-style-type: none"> All providers understand, support and communicate the health benefits of work RTWSA is highly regarded by providers for the quality of education and support provided <i>Affordability</i> <ul style="list-style-type: none"> Providers deliver high quality services aligned with Scheme needs Providers and practices receive tailored specialist support on workers compensation and working effectively in the Scheme Scheme participants have a strong understanding of their legislative obligations <i>Durability</i> <ul style="list-style-type: none"> Positive working relationships with providers, and other Scheme participants Continuous improvement in provider capability and effectiveness
2. Implement and maintain support service programs, guidelines, tools and other resources that support Scheme participants in	<i>Desirability</i> <ul style="list-style-type: none"> Injured workers have access to and support from a high quality services where

<p>achieving effective recovery and return to work service for injured workers</p> <ul style="list-style-type: none"> ▪ Identify and/or develop appropriate services, tools and resources ▪ Establish and maintain the currency of services, tools and resources ▪ Maintain access to services, tools and resources that is efficient ▪ Establish eligibility criteria, where relevant for support services ▪ Liaise with the agents regarding service access and delivery ▪ Monitor the access to and provision of Services to ensure effective and high-quality services ▪ Measure impact/outcomes and identify and implement opportunities to continuously review and improve services ▪ Provide education and support to claims agents ▪ Update and maintain relevant information on RTWSA website 	<p>complexity and/or chronicity are barriers to recovery and return to work</p> <p><i>Affordability</i></p> <ul style="list-style-type: none"> ▪ Work injury claims are reduced in severity and claims costs are reduced <p><i>Durability</i></p> <ul style="list-style-type: none"> ▪ Medium to longer term risks associated with complexity and chronicity on recovery and return to work are managed effectively for the Scheme
<p>3. Undertake monitoring and analysis activities to assist regulate health providers:</p> <ul style="list-style-type: none"> ▪ Research and analysis ▪ Measurement and analysis of individual or collective performance ▪ Identification of trends and outliers ▪ Engage with RTWSA Medical and Allied Health Advisors to support/ drive their program of work 	<p><i>Desirability</i></p> <ul style="list-style-type: none"> ▪ Poor performing providers are identified and action taken to improve performance <p><i>Affordability</i></p> <ul style="list-style-type: none"> ▪ Services provided in the Scheme are effective and high quality <p><i>Durability</i></p> <ul style="list-style-type: none"> ▪ Provider capability and effectiveness improves over time

<p>4. Effective administration of the approval and/or accreditation of return to work service providers</p> <ul style="list-style-type: none"> ▪ Process applications for approval/accreditation and liaise with applicants ▪ Prepare recommendations for approval ▪ Research new services/providers ▪ Measure and report on provider performance and ensure results are communicated and actioned appropriately ▪ Ensure provider's maintain adherence to their conditions of approval and/or accreditation 	<p><i>Desirability</i></p> <ul style="list-style-type: none"> ▪ High quality and appropriate range of services available to injured workers and employers
	<p><i>Affordability</i></p> <ul style="list-style-type: none"> ▪ Ineffective/unqualified providers are excluded from providing Scheme services
	<p><i>Durability</i></p> <ul style="list-style-type: none"> ▪ Only suitably qualified and effective providers are approved or accredited to work with the Scheme ▪ Strong continuity of providers working with the Scheme ▪ Provider capability and effectiveness improves over time
<p>5. Maintain the work capacity certificate</p> <ul style="list-style-type: none"> ▪ Maintain format of work capacity certificate ▪ Maintain functionality of electronic work capacity certificate ▪ Support relationship and contractual management of associated third parties ▪ Provide ongoing support and education on use and functionality ▪ Encourage uptake of the electronic work capacity certificate 	<p><i>Desirability</i></p> <ul style="list-style-type: none"> ▪ Easier for medical providers to engage with the Scheme
	<p><i>Affordability</i></p> <ul style="list-style-type: none"> ▪ Services provided by RTWSA are effective and high quality
	<p><i>Durability</i></p> <ul style="list-style-type: none"> ▪ Positive working relationships with providers ▪ Continuous improvement in provider capability and effectiveness

Person Specification:	
Capability required in role	Demonstrated by - Skills, knowledge, experience and qualifications
Able to work effectively with a range of providers (including medical and allied health)	<ul style="list-style-type: none"> ▪ Significant experience in working with health and job services providers, preferable in a workers compensation or insurance context ▪ Able to understand the needs and preferences of providers and deliver effective support and communication one on one and in groups to ensure their engagement ▪ Good understanding of how medical practices work and how to engage with and support them ▪ Excellent communication skills ▪ Able to understand and explain complex concepts and legislative requirements clearly and concisely

Person Specification:	
Able to design and implement effective education programs	<ul style="list-style-type: none"> ▪ Experience in developing and implementing education programs for health and job services providers ▪ Certificate IV in Training and Assessment desirable ▪ Able to be creative and innovative as part of a team ▪ Good project management skills ▪ Experience in working collaboratively as part of a team to develop and implement innovative and effective programs to educate and upskill a range of providers and measure their success ▪ An effective presenter ▪ Able to communicate with a wide range of stakeholders, experience in communicating with health and job services providers highly desirable ▪ Can prepare a wide range of written documents (reports, presentations, speaking notes, educational material) to a high standard to meet the needs of a specific audience
Able to effectively analyse a variety of data sources in order to understand and implement effective responses to trends	<ul style="list-style-type: none"> ▪ Able to source and interpret data, and use it to measure provider performance ▪ Able to prepare reports and information to support the identification and addressing of poor provider performance
Individual Competencies Required	
Displays Personal Leadership	The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives
Plan and Organise	I will set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources.
Understand the business	I will possess and use expertise and knowledge of the organisation, environment, insurance and regulation markets and customers to identify opportunities, risks and returns.
Communicate Influentially	While considering others' perspectives, positively influence others' understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes.
Think and Act Strategically	I will consider opportunities and challenges from multiple perspectives to make effective decisions that generate viable options and enable realisation of the organisation's Mission and Vision.
Apply Professional Judgement	I will draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.

Notwithstanding the above, other duties as required.

Special requirements/Conditions
Some out of hours work required for forums and presentations

Team Member Competencies

Plan and Organise

I will set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources.

- Identifies priority of own tasks and/or activities.
- Effectively allocates own time to complete tasks.
- Establishes short term goals.
- Leverages available resources to complete work efficiently.
- Actively participates in regular team meetings to understand team priorities.
- Understands activity deadlines
- Avoids procrastination.

Understand the business

I will possess and use expertise and knowledge of the organisation, environment, insurance and regulation markets and customers to identify opportunities, risks and returns.

- Understands business objectives and key drivers.
- Appreciates impact of own role on business objectives.
- Can view issues and/or problems from the business and customer perspectives
- Identifies opportunities and risks within own role.

Communicate Influentially

While considering others' perspectives, positively influence others' understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes.

- Listens actively to understand people's inputs, needs and interests.
- Considers the impact of different forms of communications with diverse audiences.
- Prepares for tough questions and handle them calmly and concisely.
- Clearly expresses concepts and strategies, varying communication style, including body language, to enhance audience understanding.
- Takes the lead and manages group process during meetings and presentations.
- Checks to ensure the message has been understood.
- Favours face-to-face communication and is regularly present with colleagues and employees to enable more effective connections with them.
- Uses tools to clarify complex concepts.
- Provides examples or comparison when appropriate.
- Confidently communicates our Mission and Values to others.

