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SA Health Job Pack

Job Title	Return to Work Consultant
Eligibility	Open to Everyone
Job Number	735676
Applications Closing Date	18 September 2020
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural Support Service, Work Health Safety and Injury Management
Location	Adelaide CBD (or other location to be negotiated)
Classification	ASO5
Job Status	Temporary Full-time position (up to 30/06/2021)
Total Indicative Remuneration	\$89,475 - \$99,403 p.a.

Contact Details

Full name	Wendy O'Callaghan
Phone number	0467 808 423
Email address	Wendy.O'Callaghan@sa.gov.au

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:

- ☐ Working with Children Check - **DHS**
- ☐ Unsupervised Contact with Vulnerable Groups Employment Screening - **NPC**
- ☐ Disability Services Employment Screening - **DHS**
- ☒ General Employment Probity Check - **NPC**

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

Immunisation

Risk Category C (minimal patient contact)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)

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



ROLE DESCRIPTION

Role Title:	Return to Work Consultant
Classification Code:	
LHN/ HN/ SAAS/ DHW:	Barossa Hills Fleurieu Local Health Network – Rural Support Service
Hospital/ Service/ Cluster	N/A
Division:	People & Culture
Department/Section / Unit/ Ward:	Work Health Safety and Injury Management
Role reports to:	Manager – Work Health Safety and Injury Management
Role Created/ Reviewed Date:	July 2013 / July 2020
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	Category C (minimal patient contact)

ROLE CONTEXT

Primary objectives of role

The Return to Work Consultant is accountable to the Manager, Work Health Safety and Injury Management (WHS&IM) for providing prompt, efficient, equitable and cost effective early intervention, rehabilitation and return to work services to Regional LHNs which meet all legislative, audit and accreditation requirements.

The Return to Work Consultant maintains a portfolio of cases and works, in liaison with the Senior Return to Work Consultant, in partnership with Claims Consultants, managers, employees, other People & Culture members and external stakeholders to achieve proactive early intervention after work related injury. The Return to Work Consultant will apply best practice and strive for continual improvement to ensure optimum levels of recovery and minimal expenditure to LHNs.

The Return to Work Consultant provides a consultancy/advisory service to managers, employees, and other People & Culture members. They actively influence the approach of regional LHNs to management of work-injured injury by providing expert advice, assistance and sound recommendations.

The Return to Work Consultant will participate in audit and other accreditation activities.

Specifically, the Return to Work Consultant will:

- > Partner with Claims Consultants and WorkFit Consultants to ensure provision of early intervention, best practice injury management services to Regional LHNs
- > Develop and apply early intervention, rehabilitation, return to work and job-seeking processes which support the strategic objectives of regional LHNs and meet legislative, audit and accreditation requirements
- > Ensure managers identify and provide suitable duties in accordance with work-injured employees' medical status and certification
- > Organise and conduct regular return to work meetings and create return to work plans
- > Work closely with treating medical and allied health providers to ensure appropriate, cost-effective treatment for work-injured employees with focus on return to work
- > Work with the Claims Consultant to create medical report requests to obtain required information such as medical status and capacity for work
- > Where required, attend South Australian Employment Tribunal to provide information on rehabilitation

and return to work efforts on complex cases

- > Develop and maintain strong, collaborative working relationships with members of the IM team, LHNs, People & Culture and internal and external bodies, and participate in open and positive conversations, which promote and support a positive workplace culture
- > Participate in professional improvement training to develop and maintain skills, knowledge and expertise
- > Assist the Senior Claims Consultant in the skill development of Claims & Data Officers through provision of professional advice, demonstration and mentorship
- > Review reports and other relevant information to identify opportunities for continuous improvement and best practice, and recommend and develop injury management system enhancements for improved service delivery

Direct reports

- > Nil

Key relationships / interactions

Regional local health networks

- > Works within the Rural Support Service, which is a collaboration of the six regional local health networks (LHNs), providing flexible, responsive and innovative services to support the regional LHNs to grow and thrive by:
 - providing system-wide capacity and capability across a range of specialised clinical and corporate functions
 - enabling, where sustainable and appropriate, the LHNs to develop local capacity and capability to become self-sufficient in the delivery of these functions.

Internal

- > Works in partnership with Regional LHN Managers and employees, other Injury Management team members, WorkFit Consultants, Work Health & Safety, Human Resources, Industrial Relations and other People & Culture personnel.
- > Communicates regularly with the Manager - WHS&IM on early intervention and return to work status, highlighting any areas of concern or potential major risk and expenditure.

External

- > Works closely with members of Department for Health & Wellbeing Workforce Services, South Australian Employment Tribunal, the Crown Solicitor, employee representatives, solicitors, medical practitioners and allied health providers
- > Liaises with Office of the Commissioner for Public Sector Employment, Return to Work SA and audit and accreditation bodies.

Challenges associated with the role

- > Providing best practice support and services to Regional LHNs and their staff on work-related injury whilst, where possible, reducing the cost of workers compensation claims
- > Assisting Regional LHNs to meet all relevant legislative, audit and accreditation requirements, and other government directives, in relation to claims management and return to work
- > Promoting the importance of equitable, effective claims management and return to work as integral to

<p>the injury management model for Regional LHNS</p> <ul style="list-style-type: none"> > Understanding the requirements of, and recognising opportunities for, this position to assist Regional LHNS to meet their objectives and broader health outcomes > Maintaining best practice injury management knowledge and skills to ensure continuous improvement.

Delegations
<p>The occupant of this position is authorised within delegated authority to:</p> <ul style="list-style-type: none"> > Manage rehabilitation, return to work and job-seeking within delegated authority and in accordance with the SA Health Injury Management Manual

Resilience
<p>Regional LHN employees persevere to achieve goals, stay calm under pressure and are open to feedback.</p>

Performance Development
<p>The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include 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.</p>

General Requirements
<p>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:</p> <ul style="list-style-type: none"> > Work Health and Safety Act, 2012 > 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.

White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement

Regional LHNs welcome Aboriginal and Torres Strait Islander people and value the expertise, cultural knowledge and life experiences they bring to the workplace. Regional LHNs are culturally inclusive work environments that are respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 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 will be required
- > Intra and interstate travel may be required
- > A willingness to travel / attend regional LHN locations as required
- > Must have a current, valid and unencumbered driver's licence
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Partnerships	<ul style="list-style-type: none"> > Collaborate with regional LHNs to resolve complex issues that impact on health safety and welfare of employees > Work closely and effectively with other IM team and People & Culture members, including Work Health & Safety, Human Resources and Industrial Relations, and WorkFit Consultants to achieve common goals in the support of regional LHNs > Work with other public sector agencies and key stakeholders to achieve best practice in the provision of rehabilitation, return to work and job-seeking services to reduce the human and financial impact of work-related injury > Use and promote positive and supportive language to assist to develop and maintain a positive workplace culture.
Rehabilitation, return to work and job-seeking service, and IM system implementation	<ul style="list-style-type: none"> > Provide advice on rehabilitation, return to work and job-seeking services to Regional LHNs and other People & Culture members > Provide input, and contribute to the development, implementation and review of best practice IM systems, policies and procedures to support the objectives of regional LHNs and meet legislative, audit and accreditation requirements.
Rehabilitation, return to work and job-seeking service provision	<ul style="list-style-type: none"> > Develop and apply early intervention strategies to intervene as soon as possible in work-related injury, to reduce the impact of the injury on the employee and the associated costs to the regional LHN > Proactively communicate with work-injured employees to provide support, guidance and assistance related to their injury and treatment > Proactively liaise with work-injured employees' managers to identify and provide suitable duties in accordance with employees' medical status and certification, ensuring duties are as close as possible to employees' pre-injury duties > Organise and conduct return to work meetings with injured employees and their managers > Create rehabilitation and return to work plans that meet all legislative requirements, and assist to provide guidance to employees and their manager on their role related to injury management process and the employee's return to work > Organise and conduct case conferences with employees' treating medical and allied health providers where required to clarify an employee's medical status and gain return to work direction > Recognise when it is appropriate to change an employee's return to work goal to job-seeking, liaise with relevant parties, and provide job-seeking services to identify an appropriate new, funded position that is as close as possible to the injured employee's pre-injury position and average weekly earnings > Organise and conduct with Claims Consultants and WorkFit Consultants periodic meetings to ensure a cohesive, best practice approach to return to work.
Development of skills of Claims & Data Officers	<ul style="list-style-type: none"> > Assist in development of skills of Claims & Data Officers through demonstration and mentorship as required.

Professional development	<ul style="list-style-type: none"> > Participate in professional improvement training to maintain and further develop own skills, knowledge and expertise.
Injury management system implementation and continuous improvement	<ul style="list-style-type: none"> > Maintain systems, spreadsheets and other documents to ensure a full and accurate record of activities on, and status of, claims. > Recommend to Manager – WHS&IM opportunities for improved IM systems and day-to-day work practices, to assist to ensure best practice and optimum services to regional LHNs. > Implement recommendations from performance reviews, audits and similar to ensure continuous improvement of injury management systems and services.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities / Aptitudes / Skills

- > Ability to think, plan and implement strategically
- > Ability to analyse and resolve problems
- > Ability to manage conflict situations and high-level negotiations, and identify appropriate solutions
- > Ability to demonstrate innovative thought, exercise initiative, formulate suitable management strategies and make decisions
- > Ability to communicate in writing and verbally, and negotiate in a clear, concise and effective manner with people at all levels, liaising effectively with employees, senior management, health professionals, lawyers and a range of key stakeholders
- > Skills in writing requests for medical reports and formal determinations
- > Skills in understanding and interpreting medical reports, permanent impairment assessment and legislation
- > Ability to determine priorities and organise high volumes of work to meet deadlines and work under limited supervision
- > Commitment to consultation and the ability to work co-operatively as an effective member of a team, including the ability to demonstrate and engender a team approach.

Experience

- > Experience in providing rehabilitation and return to work services for a large self-insurer
- > Experience in developing and employing early intervention and best practice IM strategies and techniques
- > A proven record in relating to, partnering and effectively communicating with people at all levels in a large complex organisation, and contributing to a positive and productive workplace culture
- > Experience in providing job-seeking services
- > Experience in developing, implementing and monitoring IM programs, processes and procedures
- > Experience with data bases, such as Excel and SIMS.

Knowledge

- > Demonstrated knowledge of the Return to Work Act 2014, its application, interpretation and philosophical base
- > Knowledge of injury management early intervention and best practice strategies
- > Understanding and commitment to the principles of vocational rehabilitation
- > Knowledge of job-seeking processes within the public sector
- > Understanding of legal procedures and terminology, including SA Employment Tribunal processes and procedures
- > Understanding of HR principles, Code of Conduct for Public Sector Employees, EEO principles and procedures and performance management processes

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualifications in Injury Management or other relevant discipline.

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, socioeconomic, 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.

Department for Health and Ageing/ Workforce Health/ System Performance:

The integrated structure provides for workforce health staff led by the Group Director Workforce, to be located within these Local Health Networks / Health Services. The Director of Workforce is a member of the Local Health Networks / Health Services Executive and is accountable to the Chief Executive Officer for the development and implementation of the workforce components of the Local Health Networks / Health Services Strategic Plan and for the provision of comprehensive workforce services. LHN / Health Service based work health & safety staff and rehabilitation staff are directly accountable to the Directors of Workforce. The Manager Workforce Health is accountable to the Group Director of Workforce for the development and implementation of the workforce health and safety components of the SA Health strategic plan and for the provision of comprehensive strategic workforce health and safety services to the Local Health Networks / Health Services and for the provision of workers compensation claims service across SA Health. The Manager Workforce Health works in partnership with the Directors of Workforce to ensure operational needs are met. Workforce Health constitutes three main areas of operation, namely Strategy Policy and Performance, Injury Management, Worker Health and WorkFit Services.

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:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

Approvals

Role Description 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:

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Health Network / Division / Department

The IM team manages risks associated with work-related injury, and assists Regional Local Health Networks to achieve positive results in reduction in the impact of work-related injury, and positive results in audits and accreditation

The IM team manages the claims and return to work function for all work-injured Regional Local Health Networks employees in accordance with the Return to Work Act, 2014 and best practice principles.

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- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description 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: