

Position Description

Title	Injury Management Coordinator
Business unit	Quality, People & Strategy
Location	130 Lonsdale Street, Melbourne
Employment type	Full time Ongoing
Reports to	Injury Management Lead

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Injury Management Coordinator will work with the Injury Management Lead, Injured Workers, Uniting Managers & People & Culture with the injury management processes and cases across Uniting.

The Injury Management Coordinator will manage a case load of Uniting's WorkCover claims, supported by the Injury Management Lead, by providing support in return to work (RTW) programs, including early intervention and build productive working relationships with divisional staff, managers and external stakeholders.

The Injury Management Coordinator will be a contact for all early intervention cases (in the absence of an early intervention officer) by following up on incident reports where there has been an injury or potential for an injury (physical or psychological). Tasks include completing eligibility checklists for approval by Injury Management Lead/Senior Manager WHS, entering approved cases into the injury management system, processing payments and reimbursements and recording of lost days and payments.

The focus of the role will be on work-related injury management only.

Position Description

Injury Management Coordinator

2. Scope

Budget:

nil

People:

Nil

3. Relationships

Internal

- Uniting Managers – Operational leaders & front-line leaders
- WHS Team
- Workplace Relations Manager & Advisors
- Quality Improvement Business Partners
- People and Culture
- Uniting Injury Management Lead

External

- DXC (Victorian WorkCover Insurer)
 - Worksafe VIC
 - Worksafe TAS / GIO
 - Local, state, and federal government representatives (i.e WorkSafe inspectors)
-

4. Key responsibility areas

Early Intervention

- Act as a point of contact for all early intervention cases.
- Follow up on incident reports where there has been an injury or potential for an injury.
- Provide sound advice to Uniting employee, managers/supervisors, and People & Culture on all reported incidents where there was an injury or the potential for an injury.
- Support assessment for eligibility to the program.

Administration

- Administration associated with early intervention cases including updating of Solv (Uniting injury management system)
- Completion of administration tasks associated with the early intervention program including completing eligibility checklists for approval by Injury Management Lead/Senior Manager WHS, entering approved cases into the injury management system, processing payments and reimbursements and recording of lost days and payments.
- Support the Injury Management Coordinator and Injury Management Lead by providing administrative support on WorkCover claims as required.

Claims & Injury Management

- Provide advice to Uniting employees, managers/supervisors and People & Culture on matters relating to Workers Compensation, Injury Management & Return to Work.
- Influence, mentor, and coach stakeholders such as Uniting Managers to achieve positive outcomes for return to work.
- Administration associated with claims management including updating claims information, lodging claims with our insurers, following up medical certificates and return to work plans.

Position Description

Injury Management Coordinator

Process & Systems

- Work with the Injury Management Lead and Senior Manager WHS on the planning, development and implementation of consistent Injury processes for:
- Staff injury reporting.
- Early intervention processes.
- Return to Work processes.

External Relationships

- Establishing networks with medical practitioners and any Uniting preferred providers.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Effective and timely management of early intervention cases
- Effective management of workcover claims
- Responding to stakeholder queries within set time frames
- Focus on effective Return to Work where possible
- Contribution to Health & Safety prevention and early intervention

6. Person specification

Qualifications

- Certificate IV Work Health and Safety (minimum)
- Injury Management or Return to Work coordinator training.

Experience

- Experience in WorkCover claims management, injury management and return to work.

Position Description Injury Management Coordinator

- Knowledge of Workers Compensation Claims processes, ideally with experience VIC and/or TAS
- Demonstration of initiative
- Strong administration skills
- Ability to communicate effectively with a wide range of internal and external stakeholders

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
-

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: