

MELBOURNE WATER POSITION DESCRIPTION

Injury Wellness Specialist

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Injury and Wellness	This role has 0 direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
The Injury Wellness Specialist is accountable to the Manager, Injury and Wellness for the delivery of health and wellbeing outcomes for Melbourne Water. This will primarily include the coordination of early intervention programs, management of WorkCover claims, and leading the return to work of both work and non-work related injuries, illnesses and conditions.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> In concert with the Manager, Injury and Wellness manage the worker's compensation portfolio including the care and rehabilitation of Melbourne Water workers requiring support post incident or injury. Develop and implement case management strategies for early intervention injuries to ensure positive recovery and sustainable outcomes are achieved. Provide specialist subject matter expertise in Workers Compensation Claims Management and Injury Case Management. Provide WorkCover claims management strategies to maximise outcomes for the claimant and organisation. Provide advice on compliance with legislative/regulatory requirements associated with being a Self-Insurer. Engage with: <ul style="list-style-type: none"> Workers to provide a high level of service. Suppliers and legal providers to ensure a high level of service to injured workers. Leaders to manage their injured workers and for early intervention. Ensure complete and accurate recording and reporting of all aspects of injury management (including claims management). This includes the management, recording and tracking of injury management cases, return to work plans and health assessments and associated processes. Provide support, management and administration of Melbourne Water's WorkCover system (SOLV). Support the analysis of WorkCover and Injury Management data to improve reporting and knowledge sharing across Melbourne Water. Be up to date with changes to legislation and the impact on our processes and business operations. Take care of own and colleagues health, safety and wellbeing through identification and reporting of hazards and active involvement in improvement. 	
KEY RESPONSIBILITIES	KPIs
WorkCover & Injury Management <ul style="list-style-type: none"> Provide specialist subject matter expertise in Workers Compensation Claims Management and Injury Case Management. Manage, record and track injury management cases. Provide case management for early intervention injuries to ensure positive recovery and sustainable outcomes are achieved. Record and track return to work plans. Engage with suppliers to ensure a high level of service to injured workers. 	<ul style="list-style-type: none"> Accurate case information.

Job level: EA Level 7
Assessed by: People Hub
Date Assessed: July 2022
Last reviewed date: January 2024

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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Significant experience and an established working knowledge of worker's compensation, injury management and return to work.
- Demonstrated experience managing complex worker compensation claims and providing technical advice to management/stakeholders.
- Strong project management and communication skills.
- Demonstrated experience undertaking complex work under limited supervision.
- Excellent interpersonal skills and the ability to form robust and influential relationships.
- Sound judgement and problem solving skills.
- Ability to work autonomously, and collaborate with stakeholders for specialist advice and to share learnings, as appropriate.
- Tertiary qualification in allied health, safety, human resources or related field preferable.
- Experience in a complex operational / self-insurance and or business partnering environment preferable.

KEY RELATIONSHIPS:

Internal

- The role will have significant interaction with whole of business
- Key stakeholder interactions:
 - Safety, Health, Environment and Quality (SHEQ) Team
 - Members of the Leadership Team and Senior Managers across the business
 - Injured workers and their managers

External

- Suppliers
- Injured workers
- External audit partners
- Other Water Authorities and utilities – seeking best practice opportunities

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following:

- Criminal Records Check
- Victorian Driver's License

Location: 990 La Trobe St, Docklands, Victoria 3008