

Role Description

Return to Work Advisor



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture/ Health & Safety/ Injury Management/ Return to Work
Classification/Grade/Band	Clerk Grade 7/8
Role Number	Generic
ANZSCO Code	251312
PCAT Code	1224592
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Manage individual workplace rehabilitation programs for ill and injured employees using a proactive case management approach to facilitate a safe, timely and durable return to work.

Key accountabilities

- Undertake proactive and integrated claims and injury case management of employees with workers compensation and off duty injuries to ensure effective injury management and legislative compliance
- Assess and develop quality rehabilitation/care options and return to work plans in consultation with key stakeholders to ensure a safe, timely and durable return to work of injured employees
- Implement and provide input into case management procedures and practices to ensure proactive and effective procedures that comply with work practices at the FRNSW and legislative requirements
- Maintain computerised (and manual) case files and caseload statistics to ensure appropriate records and comply with confidentiality and privacy requirements in accordance with legislation and FRNSW policy

Key challenges

- Maintain a working knowledge and understanding of Workplace Injury Management, the Workers Compensation Act (1998) and subsequent amendments and relevant regulations (including case law and WHS developments) with a focus on demonstrated capacity to share knowledge and work as an effective team members
- Identifying suitable transitional duties and opportunities for permanently redeployed injured employees, particularly fire fighters due to difficulties in accommodating medical restrictions in such roles and the limited number of non-operational roles in the organisation

Key relationships

Who	Why
Internal	
FRNSW Managers/Staff	<ul style="list-style-type: none">• Liaises with ill/injured employees, team members and with relevant external bodies including medical and rehabilitation providers, Government/Fire and Rescue NSW Occupational Physicians, the Department's insurer and employee Unions• Liaise and negotiate with management at all levels to identify and temporary and permanent suitable duties to meet identified needs• Exchange information, provide and receive advice consistent with privacy legislation• Liaise with key parties, including the employee, their employee representatives, supervisors, to ensure a coordinated and focussed approach to return to work
External	
Fund Manager	<ul style="list-style-type: none">• Follow joint procedures and share information to manage claims• Participate in regular claims reviews with the insurer to achieve positive outcomes for the health of employees and financially sound for FRNSW
External Providers	<ul style="list-style-type: none">• Liaise with external treatment and rehabilitation providers to ensure appropriate injury management and facilitate recovery

Role dimensions

Decision making

- Has independence and autonomy to manage work within broad framework set by the Manager
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand review and scrutiny

Reporting line: Manager Injury Management

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

- Demonstrated experience in proactive and integrated claims and injury management for a large organisation.
- Thorough understanding of injury management principles, combined with experience in managing a large caseload including complex and long-term cases; along with demonstrated working knowledge and understanding of Workers Compensation legislation and relevant regulations.

Essential requirements

- A current driver's licence is required to travel in line with requirements of the role

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	 <p>Relationships</p>	Communicate Effectively Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues 	Intermediate
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational