

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



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| Title | Injury Management Advisor |
| Position Number | 004346 |
| Business Unit | Business and Executive Services |
| Branch / Section | People and Culture |
| Location | Hobart |
| Immediate Supervisor | Manager, IMAS |
| Award | Tasmanian State Service Award |
| Employment Conditions | Permanent, full-time |
| Classification | Band 4 |

Focus:

Provides advice and case management support in relation to worker's compensation, non-work-related injury or illness and return to work arrangements

Primary Duties:

- Provide advice and support for the management of workers compensation claims, non-compensable injury/illnesses and return to work of ill or injured workers, through close liaison with key stakeholders, including insurance companies, ill or injured workers, medical practitioners, injury management coordinators, managers and supervisors;
 - Undertake the role of Return to Work Coordinator in accordance with the Act and in line with DPFEM policies/procedures/guidelines, including identifying suitable duties, maintaining contact with medical providers to monitor the status of ill or injured employees or volunteers, prepare and manage injury management plans and return to work plans for both compensable and non-compensable injuries/illnesses.
 - Undertake the accurate, efficient and effective processing of transactions and reimbursements relating to payroll, specifically relating to workers compensation and leave in accordance with award, legislative and
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departmental or State Service policies and procedures.

- Assist with maintenance and management of relevant information systems, including electronic and paper-based mail systems.
- Prepare and distribute claim documentation, including Notices of Right and claim forms
- Provide research, project and policy development support to senior officers including the preparation and submission of reports or investigations to management;
- Prepare and process claims to the Tasmanian Risk Management Fund Administrator and Tasmanian Fire Service Insurer Including recording and processing documentation and accounts associated with injury management and workers compensation claims.
- Respond to enquiries and liaise with key stakeholders, including Injury Management Coordinators, Workplace Rehabilitation Providers, fund administrators, treating medical practitioner's/specialists, unions and other representatives.

Scope of Work:

Responsible for ensuring the application of appropriate policies, standards and practices in a complex environment. The occupant may assist the Coordinator to ensure less qualified or experienced staff receive instruction, guidance or feedback.

Direction and Supervision

The occupant is required to work with limited supervision based on established guidelines, however, direction is provided other members of the IMAS team.

Selection Criteria

1. Demonstrated knowledge and experience of injury management and workers compensation claims management including rehabilitation and return to work processes.
2. The ability to successfully complete the WorkCover Board training required of an Injury Management Coordinator.
3. High level interpersonal skills including written and oral communication with the ability to liaise at all levels within and external to the organisation;

4. Ability to organise and co-ordinate the planning and completion of a variety of workers compensation activities, ensuring that objectives are achieved within time and resource constraints;
5. Analytical, research and problem-solving skills with the ability to resolve problems by adapting standard practices or developing new approaches consistent with Agency strategies and objectives;
6. Proven ability to exercise initiative, make sound judgements, exercise discretion, maintain confidentiality and work effectively in a team environment.

Qualifications and Experience

Desirable

Knowledge and experience consistent with qualifications recognised at Diploma and Advanced Diploma level or equivalent;

Qualified Return to Work Coordinator (successful completion of the WorkCover Board training).

Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During the emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

Donna Adams

DEPUTY SECRETARY
BUSINESS AND EXECUTIVE SERVICES

Date: August 2019