**Role Description**

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| **Role Title:** | Injury Management Specialist |
| **Division/Hospital:** | Human Resources |
| **Department/Unit:** | People and Learning |
| **Date Created/Reviewed:** | 28 January 2022 |
| **Reports To:** | Senior Specialist Injury Management |
| **Level of Accountability:** | Team Member |
| **Availability:** | Full time |
| **Internal relationships:** |  |

**Role Purpose**

This role delivers injury management and workplace rehabilitation services through exceptional customer service and collaboration with management, employees and external providers. It plays a leading role in ensuring effective injury management programs which deliver a positive impact to the business and Mater people. The role provides professional expertise in the development, implementation and continual improvement of workers compensation case management and complex non-work related rehabilitation programs across the organisation. The role also contirubtes to Mater’s legislative, regulatory and buinsess compliance.

**Behavioural Standards**

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

**Role Level Accountabilities**

This role is responsible for fulfilling the following accountabilities:

**Self-Accountabilities:** For all Mater people

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| My Behaviour | * I role-model the values in the way I behave towards others and adhere to organisational behavioural standards at all time * I translate mission into practice in my behaviour and actions |
| My Role | * I am accountable for ensuring that: * I am clear on the tasks and accountabilities that are associated with my role * I fulfil any mandatory/professional competency requirements * I contribute to, and sign off on, my performance objectives and development plan * I request regular feedback from my manager in order to meet target performance expectations throughout the year * I carry out my development plan * I make an active contribution in my role as a team member |
| Safety and Quality | * I am accountable for: * contributing to safe and quality patient/student care and employee safety on every occasion by adhering to the relevant legislation, standards, policies and procedures * contributing my part to ‘zero harm’ for staff, and ‘zero preventable harm’ for patients |
| Client Experience | * I am accountable for: * contributing to the positive experience of student, patients and visitors to MHS in everything that I do * providing information to students, patients, carers and consumers that is evidence based, useful and meaningful to them |
| Continuous Improvement | * I am accountable for recognising inefficiencies in my role and raising them with my Manager |
| Reputation | * I am accountable for representing MHS and being a champion of all that is great about working at Mater |

**Role Specific Expectations**

* Work collaboratively as part of a multidisciplinary team to design, deliver and achieve optimal return to work and rehabilitation outcomes
* Facilitate optimal rehabilitation outcomes through:
  + Implementation of early intervention strategies
  + Rehabilitation programmes that promote ‘recover at work’ principles
  + Develop, implement and monitor return to work programs with all key stakeholders
  + Actively liaise with treating medical providers and Work Cover
* Undertake effective end to end case management for all Workers compensation claims, including complex physical and psychological claims
* Provide education and support to managers and employees in relation to injury magement and Workers Compensation and Rehabilitation
* Consult with the HR department with regard to employees where there is an issue with them fulfilling the inherent requirements of their substantive role and liaise with treating parties as required
* Interpret medical information from treating providers with regard to employee injury or illness and convey to the business as appropriate
* Arranging independent medical assessment when the information from treating parties is insufficient to determine fitness for the role
* Assessment and analysis of workplace tasks to develop return to work programmes and update the inherent task demand document library
* Participate in incident investigations in collaboration with safety team members, as required, to assess and respond to safety incidents and injuries
* Assist the safety team with complex ergonomic and workplace assessments and provide workers compensation and rehabilitation advice
* Support ‘Thrive at Mater’ employee wellbeing programs
* Support pre-employment health screening processes
* Maintain case management and rehabilitation records to a high standard
* Support and participate in practice improvement and efficiencies to streamline work and manage variable case-loads

**Qualifications and Experience**

* Relevant teritiary qualification in an Allied Health field (e.g. Occupational Therapy, Physiotherapy, Exercise Physiology Psychology, Rehabilitation Counselling)
* Demonstrated experience in Occupational rehabilitation; managing workers compensation claims, injury magement and return to work programmes
* Excellent ability to work with stakeholders at all levels of the business and ability to work as part of a high performing team.
* Excellent communication, problem solving and decision making skills
* Proficiency in Microsoft Office Suite