

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Injury Management Consultant
Position Number	003449, 004267, 004738, 004872, 004873, 005260, 005261
Business Unit	Business and Executive Services
Branch / Section	Wellbeing Support
Location	Statewide
Immediate Supervisor	Manager, Injury Management Advisory Service (IMAS)
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Fixed Term, Full Time, Part Time
Classification	Band 6

Focus:

Responsible for complex case management and the provision of high-level advice in relation to workers compensation, non-work-related injury or illness and return to work arrangements to ensure effective and appropriate management of each impacted individual with the focus on "return to best possible health".

Primary Duties:

- Assess and advise on the liability of new workers compensation claims including the provision of instructions to factual and medical investigators.
 - Manage workers compensation claims of ill/injured employees and volunteers to finalisation, including managing claims of a complex nature and providing support and advice to key stakeholders on all claims including accurate interpretation of award, legislative, DPFEM or State Service policies and procedures.
 - Negotiate and liaise with relevant internal stakeholders on the management of DPFEM's workers compensation claims, non-compensable injuries/illnesses and return to work to managers, employees, and volunteers to achieve the best outcome possible for all parties.
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- Negotiate and liaise with key internal and external stakeholders, including Injury Management Coordinators, Workplace Rehabilitation Providers, Office of the Solicitor-General, Fund Administration Agent/Insurer, treating medical practitioners/specialists, unions, and other representatives.
- Investigate and respond to complex enquiries including the preparation of high-level correspondence, documentation, and reports.
- Undertake the role of Return-to-Work Coordinator in accordance with the *Workers Rehabilitation and Compensation Act 1988* and in line with DPFEM policies/procedures/guidelines, including identifying suitable duties, maintaining contact with relevant stakeholders to monitor the status of ill/injured employees and volunteers, prepare and manage injury management plans and return to work plans.
- Represent the Department at internal and external forums where appropriate, including the Tasmanian Civil and Administrative Appeals Tribunal.
- Analyse and evaluate DPFEM's Injury Management Program and claims management practices to identify and recommend to the Manager, IMAS opportunities to promote continuous improvement in team practices, processes, and systems to meet operational and service delivery requirements.
- Maintain a current knowledge and understanding of regulations, legislation, and best practice relevant to workers compensation and injury management.

Scope of Work:

Responsible for the application of specialised expertise in providing successful program and operational service delivery outcomes. Influence the operational activities, skills development, and performance of less experienced employees.

Direction and Supervision:

Works with minimal supervision and with broad direction from the Manager, IMAS. The Injury Management Consultant will work with a high degree of independence and autonomy, exercising initiative and high-level judgment to achieve the best possible injury management outcome.

Selection Criteria:

1. High level knowledge and experience in contemporary injury management practices including a detailed working knowledge of workers compensation legislation to develop sound injury management strategies for specific and varying cases.

2. High level interpersonal, written, and oral communication skills including negotiation and conflict resolution skills, together with a demonstrated ability to communicate effectively with internal and external stakeholders concerning complex injury management cases.
3. Demonstrated ability to use analytical skills to provide detailed advice and recommendations on injury management matters to all levels across the Department.
4. Demonstrated ability to exercise initiative, make sound judgements, exercise discretion, maintain confidentiality and work effectively in a small team environment.
5. Highly developed self-management, organisation, and administration skills with a demonstrated ability to work autonomously, determine agreed priorities when there are competing demands and limited time to achieve satisfactory outcomes that meet the needs of both individuals and departmental policy and procedures.

Qualifications and Experience:

Desirable:

- Certificate IV in Personal Injury Management (Return-to-Work) or the ability to obtain the qualification.
- Qualified Injury Management Coordinator (successful completion of training identified by the WorkCover Tasmania Board) or the ability to obtain the qualification.
- Tertiary qualification(s) in workers compensation claims, injury management or a related discipline.

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion, or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property

- Trafficking of narcotic substance;
- False alarm raising.

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 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

A GHUMAN
MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: 11 July 2024