



Position Description

Title:	Project Manager, Impairment Assessor Accreditation Scheme Review	Grade: Senior Officer
Reports to:	Leader, Scheme Support	Number of Direct Reports: 0

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

Why is this role important to ReturnToWorkSA

The effective management of provider programs, including the approval and regulation fees and accreditations of specific Scheme service providers, supports consistent and high quality services at fair and reasonable remuneration are readily available in the RTW Scheme. In particular, it protects Scheme integrity and boundaries of the accreditation program for Permanent Impairment Assessors and the Minister's Impairment Assessor Accreditation Scheme. The current IAAS and associated performance management framework is not fit for purpose and does not support RTWSA's program of improving the WPI experience for both workers and Impairment Assessors.

Reporting to the Leader, Scheme Support, this role, Project Manager, Impairment Assessor Accreditation Scheme will work across a broad range of internal and external stakeholder groups to achieve the objective of:

- Reviewing and implementing a revised Impairment Assessor Accreditation Scheme on behalf of the Minister.
- Establishing a revised Impairment Assessor Performance Management Framework, inclusive of a measurement and monitoring elements.
- Implementing the revised and approved Impairment Assessor Guidelines.

Key Result Areas (KRA)

Key Result Areas	Impact
<u>Review and implement revised IAAS</u> Lead the review and implementation of the IAAS, using project methodology as outline below, and inclusive of: <ul style="list-style-type: none"> • a comprehensive plan outlining timeframes and consultation approach to review the IAAS and PMF; • implementation of a program of consultation with stakeholders to gather feedback regarding the current and revised IAAS; • analysis and documentation of all feedback; • the development and implementation of a revised performance management framework including measurement and monitoring tools and resources and may include tableau style dashboards accessible via the portal; • working with SME's, the drafting of revised IAAS and PMF; 	<p><i>Desirability</i></p> <ul style="list-style-type: none"> • Delivery of a project that drives improved business, customer and user experiences. • Impairment assessors have a positive view and desire to engage with the Scheme. • There are sufficient permanent impairment assessors in all body systems who are willing and able to carry out assessment. <p><i>Affordability</i></p> <ul style="list-style-type: none"> • Scheme programs are efficient and impactful. <p><i>Durability</i></p> <ul style="list-style-type: none"> • Delivery of a project that will drive improved scheme outcomes. • Scheme longevity is promoted by consistent and reliable programs, tools and processes.

<ul style="list-style-type: none"> • working with SME's drafting of briefings to ELT, the Board and the Minister regarding revised IAAS and PMF; • implementation of the approved revised IAAS and PMF amongst assessors and other stakeholders; • working closely and collaboratively with IAS team and the Manager, Provider Programs to ensure they are aware and actively support the revision and implementation of the revised IAAS and PMF; • working with internal business units, project teams, claims agents or other stakeholders to support any process or procedural changes that may arise from the IAAS or PMF • Scheme understanding, support and management of the revised IAAS and PMF is integrated in the operations of the IAS team. 	
<p><u>Implementation of Impairment Assessment Guideline V3</u></p> <p>Lead the implementation of the Impairment Assessment Guidelines V3 using project methodology as outline below, and inclusive of:</p> <ul style="list-style-type: none"> • the development of a comprehensive plan outlining timeframes and consultation approach; • development of tools and templates to support the implementation of the Guidelines including website material and assessor updates; • implementation of the Guidelines amongst assessors and other stakeholders including the facilitation of workshops and presentations at Forums and other relevant events; • working with SME's, prepare drafts of any required briefings to ELT, the Board and the Minister regarding revised the implementation of the Guidelines; • work closely and collaboratively with IAS team and the Manager, Provider Programs to ensure they are aware and actively support the implementation of the Guidelines; • Work collaboratively with other teams across the Regulation group to support organisational objectives; • Scheme understanding and support for the new Guidelines is integrated in the operations of the IAS team. 	<p><i>Desirability</i></p> <ul style="list-style-type: none"> • Improved Scheme performance consistent assessments, promote confidence in the permanent impairment assessment process and ReturnToWorkSA as an effective regulator. <p><i>Affordability</i></p> <ul style="list-style-type: none"> • Scheme boundaries are maintained and costs contained. <p><i>Durability</i></p> <ul style="list-style-type: none"> • Scheme longevity is promoted by consistent and reliable tools and processes.
<p><u>Project Management</u></p> <p>Lead the IAAS and Guideline implementation</p>	<p><i>Desirability</i></p> <ul style="list-style-type: none"> • Project benefits are realised. <p><i>Affordability</i></p> <ul style="list-style-type: none"> • Project is delivered on time and within

projects by: <ul style="list-style-type: none"> • Applying appropriate project methodology • Planning and deliver project outcomes and monitor, evaluate and report on progress • Identifying and manage risks and issues, coordinate and monitor corrective measures • Coordinating the project and interdependencies across the organisation, within Regulation and with external bodies where relevant • Identifying, managing and utilising resources • Establishing project controls and measures • Managing stakeholders 	budget. <i>Durability</i> <ul style="list-style-type: none"> • The organisation is taken on the journey throughout the project. Handover to operations has been considered and occurs at the end of the project.
<u>Relationship Management</u> Responsibility to build and maintain effective and productive working relationships and partnerships across the Regulation team, RTWSA business units and external stakeholders to: <ul style="list-style-type: none"> • Build trust and establish a strong and sustainable rapport with the broader Regulation group, Insurance and other key internal and external stakeholders • Promote collaboration to form key partnerships to deliver on project objectives • Ensure the clear and timely flow of information and messaging, creating transparent communication channels • Identify risks and develop mitigation strategies 	<i>Desirability</i> <ul style="list-style-type: none"> • All stakeholders work collaboratively together to support the improvement and the attractiveness of our Scheme.
	<i>Affordability</i> <ul style="list-style-type: none"> • RTWSA strategies & solutions provide efficiencies and alignment to strategies, reducing waste.
	<i>Durability</i> <ul style="list-style-type: none"> • Stakeholders are engaged for their knowledge and experience to ensure sustainable solutions.
Person Specification:	
Capability required in role	Demonstrated by - Skills, knowledge, experience and qualifications
Ability to build relationships and influence key stakeholders to drive key outcomes	<ul style="list-style-type: none"> ▪ Ability to work and communicate constructively with a broad range of people and maintain effective working relationships ▪ Ability to appropriately balance risk and consequence when making decisions ▪ Experience working with medical providers to drive regulatory outcomes ▪ Able to have difficult conversations and enforce legislative requirements
Ability to interpret, understand and explain legislation	<ul style="list-style-type: none"> ▪ Highly experienced in explaining legislation and complex concepts in plain English ▪ Knowledge of workers compensation and the RTW Act highly desirable
Ability to establish and maintain reporting and monitoring systems	<ul style="list-style-type: none"> ▪ Ability to analyse, interpret draw meaning from data to support decision making ▪ Ability to critically evaluate systems of work to implement improvements and efficiencies
Able to critically analyse business performance and processes	<ul style="list-style-type: none"> ▪ Relevant tertiary qualification ▪ Experience in conducting root cause analysis and working across diverse teams to develop initiatives and programs of work to address identified issues to improve business performance

	<ul style="list-style-type: none"> ▪ Able to develop a good understanding of the performance of the regulation business, including external and operational drivers of performance, and a demonstrated ability to engage across the business to continually learn and improve performance ▪ Lean Six Sigma experience and training ▪ Demonstrated experience successfully applying Lean Six Sigma tools and process
Excellent project management skills and experience	<ul style="list-style-type: none"> ▪ Demonstrated experience applying appropriate project governance including planning and resource management ▪ Proven track record of managing multiple projects within budget, timeframes and meeting customer expectations. ▪ Able to apply risk management principles when managing strategic projects
Experience leading change	<ul style="list-style-type: none"> ▪ Demonstrated ability to engage across a diverse business to achieve scheme and business outcomes ▪ Demonstrated ability to develop effective governance frameworks and drive large programs of work ▪ Excellent interpersonal skills ▪ Demonstrated experience leading/supporting in major organisational change
Able to partner with professional staff, including technical claims and service delivery specialists	<ul style="list-style-type: none"> ▪ Ability to cultivate productive working relationships (internal and external) ▪ Well-developed people engagement skills that demonstrate care, clarity and accountability ▪ Ability to work collaboratively with others to design, lead and/or support relevant programs of work ▪ Evidence of successfully leading and/or participating in significant business focussed change initiatives
Able to plan and coordinate a large portfolio of work	<ul style="list-style-type: none"> ▪ Experience applying program management principles and tools effectively
Outstanding interpersonal skills	<ul style="list-style-type: none"> ▪ Able to build and maintain sound relationships with a wide range of stakeholders.
Able to positively contribute to a team culture	<ul style="list-style-type: none"> ▪ Demonstrated personal skills that illustrate integrity and courage, build trust and engage others on the delivery of organisational objectives ▪ Proven experience of team work within complex and technical environments, including a track record for designing and embedding a team culture focused on professional excellence, innovation and a strong customer focus
Individual Competencies Required	
Displays Personal Leadership	The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives
Think and Act Strategically	I will consider opportunities and challenges from multiple perspectives to make effective decisions that generate viable options and enable realisation of the organisation's Mission and Vision.
Apply Professional Judgement	I will draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.
Communicate Influentially	While considering others' perspectives, positively influence others' understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes.