

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

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| POSITION TITLE: | Injury Management Advisor |
| POSITION NUMBER: | 2704 |
| DIVISION: | Chief Executive |
| DEPARTMENT: | People and Organisation Development |
| CLASSIFICATION: | Band 6 |
| REPORTS TO: | Coordinator Risk Management |
| DIRECTLY MANAGES: | N/A |
| INTERNAL LIAISONS: | Employees at all levels of the organisation |
| EXTERNAL LIAISONS: | Ratepayers and businesses, community representatives, consultants and contractors, advisory groups, regulatory bodies, treating health practitioners, authorised agent. |
| DATE: | May 2017 |

POSITION OBJECTIVES:

This position provides specialist injury and illness case management and related advice to achieve sustainable return to work outcomes. This will be achieved by supporting our line managers and providing them with advice on procedural, legislative and organisational obligations in rehabilitating injured or ill employees.

KEY RESPONSIBILITIES:

1. In conjunction with the Senior Injury Management Advisor, ensure the effective management of all employee injuries and illnesses in accordance with Council policies, procedures and relevant legislation.
2. Manage worker's compensation, injury management and rehabilitation functions for work related and non-work related injuries and illnesses.
3. Maintain and manage confidential injury management files and correspondence in accordance with legislation and guidelines.
4. Maintain comprehensive injury management case/file notes and correspondence.
5. Process Workers Compensation claims documentation and maintaining records within the statutory requirements and timeframes.
6. Liaise with treating health practitioners, occupational rehabilitation providers and the authorised agent in relation to Council employees.
7. Assist the Senior Injury Management Advisor with accurate and timely reports.
8. Assist in the management of Council's third party provider program.
9. Process workers compensation payments and completing monthly reconciliations.
10. Maintain Council's Injury Management System and other related systems.

11. Prepare reports, alerts and other internal publications.
12. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.
13. Adhere to all Council's policies and procedures as relevant to this position.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Relevant tertiary qualifications in Allied Health or HR related field with several years' experience.
2. Knowledge and experience in Injury/Illness Management or Workers Compensation Management.
3. Sound knowledge of legislation, regulations, standards, relating to OH&S & Injury/Illness Management principles and Workers Compensation legislation.
4. Excellent written and verbal communication and influencing skills.
5. Ability to achieve objectives within set timeframes.
6. Ability to effectively communicate with a wide range of internal and external stakeholders, including VWA, Return to Work Inspectorate, contractors, consultants and Council officers.
7. Excellent understanding of the development and promotion of contemporary injury management concepts.

Desirable:

8. High level computer skills and numeracy skills including on-line management systems and generation of statistical reports.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Freedom to act in this position is subject to regulations and Council policies along with regular supervision.
- Manage resources appropriately and provide advice to clients.
- Decisions and actions are within existing programs and developed projects within Budget.
- Policy development is usually of an investigative nature. Freedom to act is prescribed by a more senior position.
- Formal input into policy development with area of expertise.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- The nature of the work is to ensure effective strategies for Injury Management within methods, procedures and processes developed or from theory or precedent.
- Work will consist of improving or developing methods and techniques based on previous experience.
- Problem solving skills are required when applying Injury Management Techniques.
- Provide guidance and advice within council policy procedures and processes.

SPECIALIST SKILLS AND KNOWLEDGE:

- Understanding of Injury Management concepts in contemporary organisations.
- Knowledge and understanding of Injury Management and Return to Work processes/models.
- Sound computer skills and ability to prepare reports and other documentation as required.

MANAGEMENT SKILLS:

- Demonstrated ability to plan, organise and manage own time to meet organisational goals and objectives.
- Ability to plan work priorities to meet deadlines and business goals.
- Work independently and as part of a team.
- Ability to interpret and apply Council's policies and practices.

INTERPERSONAL SKILLS:

- Ability to communicate, establish rapport and gain cooperation of employees at all levels and the ability to speak to groups.
- Ability to develop and maintain professional and business relationships with key stakeholders to achieve satisfactory outcomes in relation to OH&S/Workers Compensation.
- Proven ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- Excellent written communications skills including the ability to write reports and draft correspondence.

QUALIFICATIONS AND EXPERIENCE:

- A tertiary qualification in Allied Health or HR related field with several years' experience in Rehabilitation programs and/or Workers Compensation experience.
- Knowledge and experience in Workers Compensation management.
- Experience in the development and promotion of Employee health and Injury management strategies would be an advantage.

HOW TO APPLY

Applications close: 5:00pm Friday 18 August 2017

Contact Person: David Dunstan, Coordinator Risk Management, 5272 4266

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

Privacy Statement

The collection and handling of personal information is carried out in accordance with Council's Privacy Policy, which is displayed on Council's website and which is available for inspection at, or collection from, Council's Customer Service Centres.