



Position Description

Workers Compensation & Injury Management Specialist

Wesley Work Health Safety
July 2018

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Workers Compensation & Injury Management Specialist

Wesley Work Health Safety

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Work Health Safety

Wesley Work Health Safety oversees a wide range of both strategic and operational WHS, WC&IM activities in order to achieve organisational goals.

The Wesley Work Health Safety Team has a number of key responsibilities:

- Ensure compliance with Work Health Safety Act, Regulations, Codes of Practice and Australian Standards
- Implement, monitor, review and update the Wesley Mission's Work, Health Safety Framework to meet certification to AS 4801
- Update, implement, monitor and review Wesley Mission's Return To Work Policy and Program to meet SIRA, Legislative and icare requirements in order to maintain both the minimum cost of claims and premium impact under the Loss Prevention Recovery (LPR) scheme
- Facilitate the development, implementation and review of effective risk management strategies to identify, assess and control risk to ensure the health, safety and wellbeing of workers
- Ensure compliance with the workers compensation and return to process
- Support injured workers, develop and facilitate their return to work strategies enabling them to recover at work and return to pre injury duties



- Monitor and review the workers compensation process to achieve positive LPR results
- Develop, monitor, review and update WHS training packages to meet legislative and Wesley Mission's requirements.
- Conduct WHS, Workers Compensation & Injury Management training across Wesley Mission
- Ensure compliance with WHS, WC&IM legislation and regulations, codes of practice and Australian Standards
- Provide an effective and efficient quality service, to enable the WHS Team be a reliable and constructive resource to all Industry Groups across Wesley Mission to oversee our policies, procedures, vision and values
- Provide monthly Management Analytical WHS and Workers Compensation Reports to the Wesley Community Services Board, Quality and Risk Committee, Finance and Audit Committee and Senior Leadership Team.

3 Overview of role

The role is an integral part of the Wesley Work Health Safety Team. The purpose of the role is to oversee the implementation of Wesley Mission's workers compensation, injury management and return to work policy, program, procedures and processes, to support injured workers and coordinate their recovery at work to achieve their return to pre injury duties.

Oversee the implementation of claims management for all workers compensation claims and injury management strategies to minimise the cost of claims

The role would also include keeping confidential case notes and records in line with legislation and guidelines, developing and monitoring case plans, maintaining workers compensation and return to work data, preparing scheduled board, management and statistical reports, develop, implement and review training packages, conduct incident investigations, participating in the review process of WHS, Workers Compensation and Return to Work policies, procedures, forms and processes.

4 Relationships

Reports to: Manager, Work Health Safety

Works with: WHS team and wider HR group, including Payroll; Human Resources; and Learning and Development; Group Executive Managers, Executive Managers, managers and employees in allocated industry group

Key Stakeholders: Worker Compensation Scheme agents, government departments, other service providers, and industry/peak organisations

5 Major role responsibilities

5.1 Our clients

- be a strong ambassador for the Wesley Work Health Safety team.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times.



- Communicate with all stakeholders effectively in order to deliver effective service and obtain vital information for WHS team.
- In collaboration with the WHS Team, implement the key business outcomes as per the Wesley Human Resources Business Plan to ensure enhanced efficiencies and service improvements within the allocated service group and Wesley Mission as a whole

5.1.1 Performance Measures

- Achievement of the Wesley Human Resources Business Plan outcomes
- Demonstrated capacity to engage with stakeholders, as measured by stakeholder feedback
- Contribution to and attendance at Wesley Mission events
- Good rapport with all key stakeholders demonstrated by benefit to both/all parties.

5.2 Our people (our team)

- Provide pro active Workers Compensation and Injury Management Support to Industry Groups, Group Executive Managers, Operational Managers, Managers and Supervisors to minimise the occurrence of incidents and costs associated with workers compensation claims
- Provide leadership and support to General Manager (GM), Group Executive Managers (GEM), Executive Managers (EM) and Operational Managers within industry groups to ensure Wesley Mission wide compliance to legislative requirements and Wesley Mission's vision and values.
- Act as an internal advisor/facilitator to General Manager, Group Executive Managers, Executive Managers, and Operational Managers and supervisors for the development of Workers Compensation and Injury Management strategies to facility injured workers return to work, recover at work and return to pre injury duties..
- Establish and maintain effective communication with all stakeholders both internal and external to develop and implement cost effective strategies to achieve return to pre injury duties or alternate duties within reasonable timeframes to minimise costs
- Support and assist injured workers through the workers compensation process to achieve a positive outcome
- Develop and implement proactive workers compensation and injury management systems to facilitate and improve return to work outcomes and minimise lost time to Wesley Mission employees
- Identify, implement and review proactive case management plans for all workers compensation claims to minimise the cost of claims to reduce premium costs to Wesley Mission
- Assist with the development and delivery of WHS, WC&IM projects and initiatives, as identified by the WHS Manager
- Identify any additional training requirements in relations to Workers Compensation and Injury Management for managers and staff across Wesley Mission.
- Review and update Workers Compensation and Injury Management training packages to meet legislative requirements and conduct training as directed by Work Health and Safety Manager



- Assist with the development and delivery of special WC&IM Projects and initiatives as identified by the Work Health Safety Manager
- Assist in relieving duties as directed during periods of leave within the WHS team
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR), WHS, WC&IM policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

5.2.1 Performance Measures

- Injured workers returned to pre injury duties within reasonable timeframes
- Return to work outcomes improved reducing lost time
- Proactive claims management plans developed, monitored and reviewed reducing time lost, cost of claims and premium reduction
- Managers and supervisors training needs analysis conducted and delivered on time
- Training packages reviewed, updated and delivered on time
- Training conducted as per Wesley Mission's Annual Training Calendar Schedule
- WHS, WC&IM projects, research, reports and associated tasks are actioned and delivered on time

5.3 Our operations

- Undertake the duties of a Return to Work Coordinator as per SIRA and NSW legislative requirements for workers compensation and return to work purposes for Wesley Mission
- Review, implement and monitor Wesley Mission wide Policies and Procedures related to workers compensation, return to work and injury management in consultation with the WHS, Manager and Workers Compensation & Injury Management Coordinator
- Review current workers compensation claims management and injury management internal procedures for the WHS team and update where required to meet legislative requirements and Wesley Mission's needs in consultation with WHS team
- Ensure effective implementation of injury management strategies for Wesley Mission employees, including development, implementation and monitoring return to work/recovery at work plans in accordance with legislative requirements and case plans
- Research best practice workers compensation and injury management principles inline with SIRA and NSW injury management and workers compensation legislative requirements.



- Develop and implement strategies to resolve workers compensation disputes in a timely and cost effective manner, in consultation with the Manager WHS, Scheme Agent, Solicitors, Rehabilitation Providers, Medical Specialist, SIRA and the Workers Compensation Commission
- Monitor, review and report progress of all workers compensation cases against planned outcomes and timeframes to the Manager WHS, on a monthly basis
- Coordinate and prepare for quarterly claims review meetings with Wesley Mission's Workers Compensation Scheme Agent
- Work with the Manager WHS to provide fortnightly reports in relation to the HR risk register for the General Manager – Corporate
- Work with HR Analyst to compile management and statistical reports from Incident reports and Scheme Agent (Allianz) data for Chief Operating Officer and Wesley Community Service Board
- Compile Worker Compensation & Injury Management reports for Portfolio Group Executive Managers and Executive Managers monthly meetings
- Compile Worker Compensation statistical reports upon receipt of SafeWork Australia's Workers Compensation Statistics and compare outcomes with Wesley Mission's targets
- Conduct incident investigations across allocated industry groups to identify the root cause analysis of all compensable staff incidents
- Ensure incident investigations are carried out as soon as practicable after a staff incident occurs.
- Communicate incident investigation outcome and remedial actions identified to the WHS team for inclusion in allocated industry group strategic risk management plans.
- Provide trend analysis reports to the Manager WHS for inclusion in senior management and board reports.
- Affirm and demonstrate a commitment to Wesley Mission's WHS Policy, Return to Work Policy and Program, Anti Bullying Policy and Code of Conduct
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- Achievement of Business Plan outcomes
- Return to work coordinator duties undertaken as prescribed
- All workers compensation and injury management policies and procedures actioned, delivered on time and communicated to all stakeholders
- All workers compensation claims management and injury management internal procedures actioned and delivered on time in consultation with WHS Team
- All Injury management strategies actioned, monitored and legislative requirements met
- Research actioned and report delivered on time
- Workers Compensation Disputes Strategies actioned, delivered on time and communicated with all stakeholders
- Quarterly claims review meetings with Allianz (Scheme Agent), delivered on time and actioned



- All scheduled reports for HR risk register, management and statistical, workers compensation and injury management, incident investigations and trend analysis reports, actioned and delivered on time
- Demonstrated rapport with colleagues, key stakeholders, managers and employees observed by positive feedback
- Significant internal and external stakeholders demonstrate high regard for the Workers Compensation & Injury Management Specialist Services provided within the HR portfolio
- Demonstrated willingness to embrace Wesley Mission's policy and procedures and implement agreed HR, WHS & IM framework guidelines
- Demonstrated effectiveness with people relationships and team participation.

5.4 Our financials

- Implement and review case management plans for all workers compensation claims to minimise the cost of claims to Wesley Mission
- Work with WHS Manager to ensure Wesley Mission's Worker Compensation Policy renewal documentation (including certificate of currency) is completed on time and sent to Allianz (Workers Compensation Scheme Agent) for renewal to prevent any late payment fees.
- Work with WHS Manager to review allocation of WorkCover Industry Codes (WIC) with Insurance Premiums Order and Wesley Mission's internal advisor annually, when preparing the application for renewal forms to the scheme agent at premium renewal time.
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- Achievement of HR Business Plan outcomes
- Achievement of budget targets
- Policy renewal documents reviewed renewal application forms actioned and sent to Allianz
- Projects are delivered on time and with financial targets met

6 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Work Health Safety Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor Travel throughout Australia (including some overnight stays) as and when required, in order to meet regional WHS requirements
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- Travel throughout Australia (including some overnight stays) as and when required, in order to meet regional workers compensation and injury management needs and outcomes
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Self motivated, diligent and attention to detail
- Personable manner and an effective team player
- Relates well to a range of people with sound listening and problem solving skills
- Confident professional with strong initiative and business acumen
- Displays emotional maturity and resilience.
- Demonstrated understanding of appropriate behaviours when engaging with children or in providing indirect services that supports children (u18) e.g appropriate boundaries, privacy and confidential access to sensitive data
- Demonstrated understanding of working with people with diverse needs and/or backgrounds including aboriginal cultural safety and awareness, the needs of people with a disability, cultural safety for those culturally and/or linguistically diverse backgrounds.

Essential skills/knowledge

- Tertiary qualifications in Work Health Safety, Personal Injury or other related discipline
- 5 years experience in workers compensation & injury management working experience gained within the work health safety, workers compensation and injury management sector or in a similar role within a diverse organisation



- Solid knowledge of Workers Compensation and Injury Management requirements and the regulatory obligations of the business
- Knowledge of SIRA regulations and guidelines
- Knowledge and experience in the allocation of WorkCover Industry Codes contained in the Insurance Premium Order
- WorkCover Accredited Return to Work Coordinator
- Certificate 1V Training and Assessment
- Experience in conducting, task analysis, risk assessments, incident investigations and audits
- Strong commitment to workers compensation and injury management
- Experience with databases and online systems
- Intermediate to advanced Microsoft Office skills including Word, Excel, PowerPoint and Oracle PeopleSoft
- High level of report writing skills, attention to detail and analytical skills
- Experience in developing, conducting and evaluating training
- Experience in statistical analysis and reports
- Strong communication, interpersonal, negotiation, problem solving and influencing skills including capacity to deal with a range of stakeholders across varying levels within and external to the organisation
- Excellent time management skills including the ability to balance competing priorities and meet strict deadlines with excellent attention to detail
- Current and valid NSW driver's licence

Desirable skills/knowledge

- Knowledge of icare's Loss Prevention and Recovery Scheme
- not for profit or cause related management experience.
- Experience working with Oracle PeopleSoft and accounts payable