



Position Title:	Injury Management Business Partner
Program:	Workplace Health and Safety People and Culture
Band:	A
Salary:	
Date:	February 2026

ROLE PUPOSE

The Injury Management Business Partner (IPMBP) is a critical member of the Workplace Health and Safety (WHS) team. The role is responsible for implementing and embedding proactive injury prevention strategies, managing injury and illness (both work and non-work related), and promoting a culture of safety and early intervention.

This role supports continuous improvement across early intervention, return-to-work practices, and employee wellbeing. It involves close collaboration with internal and external stakeholders to reduce workplace injury, manage risk, and enable a safe and sustainable return to work.

PRIMARY OBJECTIVES OF THE ROLE

Work, Health and Safety Program

- Implementation of our Early Intervention and Injury Management Framework in consultation with key internal/external stakeholders that uplifts our organisational capability to support and care for ill and injured staff
- Manage and respond to workplace incidents when they occur by case managing staff with workplace and non-workplace injuries: provide access to support required post incident; facilitate return to work by designing and developing suitable return to work plans in collaboration with the injured staff member, their manager and the treating health practitioner to achieve a sustained return to work outcome
- Identify suitable alternative occupational rehabilitation strategies to minimise the impact of injury and maximise a successful return to work outcome
- Foster an early intervention culture. Coach, support and assist managers and staff regarding early intervention, injury management and return to work matters, and processes to ensure legislative compliance and assist in the development of tailored injury management practices
- Manage referrals to occupational rehabilitation consultancy services as needed ensuring high quality and effective return to work services are delivered to our staff
- Work collaboratively with our insurer regarding effective injury management strategies on our claims to maximise a return to health and work for our injured staff and positively impact our premium
- Engage with WorkSafe and other external organisations with regard to early intervention and injury management initiatives and legislative compliance.

Collaboration with the regions

- Provide Injury Management consultancy services across all regions and programs of the organisation
- Attend WHS consultative committees and forums where required and provide Injury Management advice and support throughout the metro and regional areas
- Report regularly on the progress of claims in each region/program.

Occupational Violence and Aggression (OVA) Focus and Management

- Respond to critical OVA workplace incidents, providing early intervention and injury management support
- Identify trends and risks with OVA in the regions and consult with managers regarding OVA trends
- Escalate high risk OVA issues and claims to the Manager, Early Intervention Injury Management and assist in the identification of key systemic issues
- Support the HR Business Partners with support post OVA incidents for Managers and Leaders.

Health and Recovery – Supporting our employees to return to work

- Work closely and collaboratively with the Manager, Injury Management, WHS Manager and leadership teams to support timely injury recovery and early return to work strategies to ensure they are understood and applied
- Working with the HR Business Partners and management to enable alternative employment options to support the facilitation of alternative duties for early return to work
- Attend Claims Management review meetings with our insurer as required.

REPORTING RELATIONSHIPS

This role reports to the Manager - Injury Management and who will provide supervision and review.

This is a hybrid role based at our head office location at 595 Collins Street as per agreed anchor days, with site travel to regional offices and programs as required. The role offers flexibility to work from home up to three days per week, provided it does not impact operational requirements

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

ROLE RESPONSIBILITIES

Specific responsibilities, duties and tasks

Consulting/Case Managing

- Informing and advising on Injury Management procedures to staff and managers to ensure effective communication in relation to injury management issues. Maintain ethical and transparent working relationships. This includes coaching for improved conversations in management of injury support and return to work.
- Case manage staff with injuries or illnesses to ensure they are supported post injury and in all aspects of return to work and injury management.

	<ul style="list-style-type: none"> • Collaboration with all relevant internal and external stakeholders in the design and development of suitable occupational rehabilitation strategies and processes. • Mentoring and uplifting the role of Early Intervention & Injury Management approaches across different segments of the organisation. • Advise, in partnership with regional directors, key WH&S and Early Intervention procedures and processes with a focus on prevention and early intervention. • Coaching and education with managers on the impact of injury; our commitment to health and wellbeing, legal obligations, and worker's compensation premium impact.
Reducing injury, occupational violence and near misses	<ul style="list-style-type: none"> • Assist in the implementation (in partnership with regional directors) of key OVA interventions with a focus on prevention or early intervention. • Work with the regions to identify alternative duties and roles when staff require alternate duties to support return to work. • Conduct job task analysis and role assessments for segments of the business to maintain a register of alternative roles. • Work with the WHS team to embed WHS strategy in systems and procedures. • Undertake ergonomic assessments. • Undertake brief incident investigations and assist managers design corrective actions for select critical incident events
Relationship Management	<ul style="list-style-type: none"> • Provide injury management consultation and support to managers and staff. • Work in close collaboration with the Head of WHS, Senior Consultant WHS and Manager Early Intervention Injury Management to achieve WHS Strategy KPIs. • Assist with the administration of claims as required. • Support the HR Business Partners through the provision of early intervention and injury case management advice. • Visit Berry Street regional offices regularly to service staff impacted by injury, support managers and enhance the profile and capacity of the WHS function. • Work in partnership with our worker's compensation insurer, our regulators, and any occupational rehabilitation providers to meet all our legal obligations and optimise our performance with return to work and claims cost reduction.
Reporting	<ul style="list-style-type: none"> • Assist with sourcing data in relation to our worker's compensation performance. • Provide monthly case management reports identifying progress against key performance measures.
Administration	<ul style="list-style-type: none"> • Attend meetings and write reports, as required. • Prepare and issue documentation and communications in relation to case management processes and stakeholder relationship management. • Conduct oneself in accordance with Berry Street values and policies and procedures.
Other	<ul style="list-style-type: none"> • Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies
- Excellent knowledge of the principles and practices of early intervention and best practice occupational rehabilitation.
- Ability to lead with a mental health and wellbeing lens with empathy and compassion, providing support when required.
- Ability to lead by example, coach and mentor others.
- Demonstrated understanding of Privacy and the ability to manage confidential and sensitive information.
- Excellent written and oral communication skills (including public speaking, presentations, and facilitation skills)
- Excellent knowledge, understanding and practical application of relevant legislation and embedding a culture of early intervention and support.
- Excellent interpersonal and consulting skills to develop and manage relationships with key internal and external stakeholders from a diverse range of backgrounds.
- Demonstrated case management skills in injury management.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Experience and knowledge of Microsoft suite of programs for organisation, documentation, and communication.

QUALIFICATIONS AND OTHER REQUIREMENTS

Mandatory requirements

- Current Return to Work Coordinator certification (Victoria)
- Current Australian Driver's License
- NDIS Worker Screening Check (or willing to obtain)
- Police and International Police Check (as required)
- Subsequently, staff must report any criminal charges or court appearances.

Professional Experience

- Minimum 5 years' experience in injury management, occupational health, WHS or related field.
- Strong knowledge of Victorian workers' compensation legislation and return-to-work obligations.
- Experience in psychosocial injury management and workplace mental health.
- Demonstrated ability to lead return-to-work planning with internal and external stakeholders.
- Experience in implementing injury prevention initiatives and training.

Skills and Attributes

- Highly developed interpersonal, negotiation and written communication skills.
- Strong problem-solving and case management capability.
- Empathy and resilience in supporting staff through recovery.
- Skilled in data analysis, reporting and use of Microsoft Suite.
- Ability to work independently and collaboratively across teams.
- Understanding of trauma-informed practice and psychological safety principles.

- Familiarity with injury management software (e.g., SolvInjury, Elumina)

HIGHLY DESIRABLE

- Tertiary qualification in Occupational Therapy, Physiotherapy, Psychology, Rehabilitation Counselling, or related allied health field.
- Experience working in human services, disability, health, or education sectors.
- Cross boarder RTW training and certification

OUR VALUES

We expect all staff to apply these Values in all aspects of their work.

Courage: to never give up, maintain hope and advocate for a 'fair go.'

Integrity: to be true to our word.

Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations.

Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used wisely.

Working Together: to collaborate with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.

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In everything we do we seek to protect children

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Regular
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Occasional
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
Administrative Tasks	Undertake training and professional development activities both internal and external to the organisation.	Regular
	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans	Daily

	and client records. Manage resources and budgets. Research and analyse information and data.	
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily