



Injury Management and Wellbeing Advisor

POSITION DESCRIPTION

Position Number:	3736
Portfolio:	Office of the CEO
Business Unit:	People and Culture
Team:	Safety
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 5
Reports To:	Coordinator Safety
Revised:	November 2024

General Position Statement:

This position supports Council's direction by playing a crucial role in promoting employee health and safety through managing all aspects of employee work-related and non-work-related injuries, ensuring a supportive environment for recovery and rehabilitation, and fostering a culture of health and wellness across the workplace through a proactive employee wellbeing program.

Specific Responsibilities:

This position has the following responsibilities:

1. Effectively manage and undertake end to end coordination of Council's injury management cases including the coordination of assessments and independent medical assessments, treatments, and rehabilitation of employees with both work and non-work-related injuries or illnesses.
2. Develop, implement and monitor strategies to promote physical and mental wellbeing, early intervention and return to work programs, including workshops, seminars, and training sessions.
3. Act as a point of contact and provide advice to employees regarding injury management and wellbeing inquiries.
4. Collaborate with, provide advice and recommendations to management, Human Resources, Council's workers compensation insurer, medical practitioners and other relevant stakeholders to ensure effective case management.



5. First point of contact for common law claims and legal representatives and in consultation with the Coordinator draft responses/defence on behalf of Council.
6. Monitor compliance with health and safety legislation and provide advice to relevant stakeholders to foster collaboration to achieve timely and sustainable workers compensation, injury management and employee wellbeing outcomes.
7. Maintain accurate and confidential records of all injury management cases and wellbeing program activities.
8. Undertake monthly workers compensation reimbursement payments reconciliation in conjunction with Council's Payroll and Finance departments.
9. Stay updated on industry best practices and emerging trends in injury management and employee wellbeing and prepare regular reports on Council injury trends, program effectiveness, and recommendations for enhancements.
10. Uphold the professional image of the Council, maintaining satisfactory relations and good will with the public.
11. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
12. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
13. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Strong knowledge of and experience in injury management, rehabilitation and employee wellbeing legislation, processes, and program development.
2. Excellent communication and interpersonal skills to engage effectively with employees at all levels.
3. Well-developed research, analytical and problem-solving skills, particularly in interpreting relevant legislation, improving operational processes and developing solutions that support injury management and employee wellbeing outcomes.
4. Demonstrated ability to establish and maintain strong working relationships that foster trust and collaboration to achieve positive injury management and employee wellbeing outcomes.
5. Demonstrated highly effective written and verbal communication skills, including the ability to produce high quality reports, tailor communication styles to suit specific audiences.
6. Strong organisation and time-management skills to manage multiple cases and initiatives effectively.



7. Proficient in data management and reporting.
8. Computer literate with the ability to utilise finance, records management systems and MS Office suite.

Mandatory Qualifications, Licences and Experience

1. Relevant certification in injury management or work health and safety (e.g., Return to Work Coordinator, Workplace Health and Safety Certification).
2. Proven experience in managing injury cases, facilitating rehabilitation, and supporting employees through the return-to-work process and collaborating with healthcare providers, management, employees and workers compensation insurers to develop effective rehabilitation plans and wellbeing strategies.
3. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Additional certifications in mental health, wellbeing, or employee assistance programs.
3. Experience in developing and implementing wellbeing initiatives in a corporate environment.
4. Familiarity with data analysis tools and wellbeing assessment methodologies.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Provision of a satisfactory Criminal History Check may be required - Police Certificate (Australia Wide Name Only Police Check).




Delegations and Authorisations:

Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Chief Human Resources Officer
Signature:	
Date:	November 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



Injury Management and Wellbeing Officer SELECTION CRITERIA

Position Number:	3736
Portfolio:	Office of the CEO
Business Unit:	People and Culture
Team:	Safety
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 5
Reports To:	Coordinator Safety
Revised:	January 2025

Please address each of the selection criteria below in your application:

1. Relevant certification in injury management or work health and safety (e.g., Return to Work Coordinator, Workplace Health and Safety Certification).
2. Strong knowledge of and proven experience in managing injury cases, facilitating rehabilitation, and supporting employees through the return-to-work process.
3. Demonstrated experience in establishing strong working relationships and collaborating with healthcare providers, management, employees and workers compensation insurers to develop effective rehabilitation plans and wellbeing strategies.
4. Well-developed research, analytical and problem-solving skills, particularly in interpreting relevant legislation, improving operational processes and developing solutions that support injury management and employee wellbeing outcomes.
5. Possess and maintain a current motor vehicle driver licence.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take into account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.