INJURY MANAGEMENT ADVISOR
POSITION DESCRIPTION

POSITION NO: 1626
CLASSIFICATION: Band 4
OCCUPANT: Vacant
DATE: March 2016

POSITION CONTEXT & OBJECTIVE(S):
Warrnambool City Council has a workforce of approximately 720 people and provides a diverse range of services to the citizens of Warrnambool. These services vary from home-care and road maintenance through to the arts. The injury management strategy focuses on a service delivery model in conjunction with health and safety to prevent and manage injuries to people, but also continuing to deliver key employee services to business units.

POSITION OBJECTIVES
- To promote the vision of safety, health, productivity and wellbeing of workers as the key priorities for the Warrnambool City Council.
- To develop and provide efficient and responsive return to work co-ordination programs for injured Workers within an established injury management framework.
- To maintain efficient workers’ compensation claims management to ensure that the actual and potential costs to Warrnambool City Council are minimised.
- To monitor and report on claim trends and safety incidents, and develop strategies that address injury management.
- Advise on Council’s compliance with its legislative responsibilities relating to the Workplace Injury Rehabilitation and Compensation Act 2013(VIC).

KEY RESPONSIBILITIES AND DUTIES:

Injury Management & Workers’ Compensation
- To ensure the activities associated with the successful return to work of injured workers are co-ordinated, and implemented to minimise absence from work.
- Conduct regular meetings with injured workers, their supervisor and if required union representative, to review the progress on the return to work (RTW) plan and the progress towards a full return to pre-injury work.
- Provide advice to managers, supervisors and staff regarding injury management practices, issues and trends.
- To facilitate discussions with managers to identify alternative duties available to support and encourage effective organisational return to work programs.
- To coordinate and facilitate Warrnambool City Council injury management and wellbeing actions from within the WCC OHS strategy, through liaison with workers, supervisors and managers, and where appropriate referral to providers (internal and external) for assessment, treatment and/or training.
- Ensure all Council’s establishments are correctly registered for the purposes of levy calculation.
- Provide accurate information to Authorised Insurer.
- Act as the employer representative when disputing liability on workers’ compensation claims and/or for the preparation of the Council’s submission to conciliation.
- Notify payroll officers of workers’ compensation claims and ensure that payroll section reimburses correct accident compensation payments to workers’ compensation recipients and that make-up pay does not exceed Award requirements.
Health and Safety

- Provide a support role in relation to Health & Safety Unit in particular assisting with the implementation and review of the WCC OHS Strategy.
- Follow Warrnambool City Council's HS policies, procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Actively monitor the workplace to determine the presence of hazards and take appropriate action to rectify any hazards found.
- Participate where required in the resolution of safety issues.
- Provide operational support to the Health and Safety Unit as required, which may include general health and safety risk management and control.
- Assist with the ongoing education of management in the utilisation of HS policies and procedures.
- Maintain effective and co-operative communication relationships with external service providers, consultants, and neighbouring Councils.
- Provide coaching support and assistance to business unit managers and supervisors in the development and implementation of HS and injury prevention activities.

Unit Responsibility

- Constructive participation in low level investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in team meetings.

KEY SELECTION CRITERIA:

- A recognised qualification along with some claims management or preparation of return to work experience; OR extensive or diverse experience in relation to workers’ compensation or claims administration.
- Insight into Injury Management expectations in a workplace setting with a minimum 2-day certificate course in VWA approved, return to work coordination certificate of claims administration is highly desirable; OR a willingness to undertake.
- Demonstrated ability to interpret, understand and apply relevant workers’ compensation legislation or similar experience.
- Proficiency in the development and implementation of office systems including administrative, data storage, statistical and electronic communication.
- Demonstrated high level of written and interpersonal skills including good communication skills with the ability to deal with sensitive and confidential issues where conflict may be present.
- Demonstrated ability to plan, schedule and work with minimal supervision.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

HOURS OF DUTY:

Hours of duty will be 38 hours per weeks as negotiated with you Manager.

TENURE:

The tenure of this position is temporary full time (12 months).

SALARY:

This position is classified by council as Band 4 and carries a current base salary range of $59,303 to $62,793 (inclusive of 9.5% employer superannuation) per annum (pro-rata). The actual salary will be agreed with the successful applicant taking into account skill level and experience.
ORGANISATIONAL RESPONSIBILITIES

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records)
☑ YES

Working with Children Check
☐ NO

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Organisational Development Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervises:</td>
<td>Nil</td>
</tr>
<tr>
<td>Internal Contacts:</td>
<td>All Staff, Organisation Development Team, CEO and Management Executive Team, All Management, Union Delegates, Health and Safety Representatives</td>
</tr>
<tr>
<td>External Contacts:</td>
<td>Consultants, Training Providers/Educational Institutions, Employer and Professional associations, Unions, Government Departments, Other Municipalities, WorkSafe Victoria</td>
</tr>
</tbody>
</table>

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The position reports directly to the Manager Organisation Development, working independently with the following direct responsibilities:

- Act as the first point of contact for all matters regarding injury management program for injured workers and facilitate process between workers, supervisors and managers.
- Accountable for effective and timely advice to all business units on the injury management process. On more complex issues the Injury Management Advisor is to discuss directly with the Manager Organisation Development to ensure the Manager Organisation Development is debriefed in a timely manner.
- Maintain accurate and timely confidential records and databases for workers’ compensation claims and issues in accordance with legislative requirements, including but not limited to: claim processing, review of reimbursements undertaken by payroll, file maintenance, monitoring of medical treatment costs, external rehabilitation and identifying trends.
- Responsible for the efficient administration of workers’ compensation claims, and injury management programs.
- Develop, implement and coordinate injury management programs for injured workers in conjunction with the responsible business unit managers/supervisors are fully informed and updated on the progress and management of Workers’ Compensation claims in their area and provide assistance.
- Liaise with all internal &/or external parties involved in the treatment or rehabilitation of injured workers to ensure all practicable efforts are made to assist them to return to, or remain at, suitable work as soon as possible.
- Maintaining the security and confidentiality requirements of claims information.
**JUDGEMENT AND DECISION MAKING:**

- Make decisions about the implementation of appropriate work practices to achieve Warrnambool City Council goals and objectives and provide effective and quality facilitation in relation to Workers’ Compensation and return to work.
- Ensure return to work plans are developed, monitored and modified for all injured workers in accordance with Warrnambool City Council injury management framework, and time-lines.
- Provide input into the development and review of policies and procedures relevant to the Workers’ Compensation management within Warrnambool City Council.
- Maintain an up to date knowledge and ability to interpret the Workplace Injury Rehabilitation and Compensation Act 2013 (VIC), insurance regulations, codes of practice and relevant standards as required by the position.
- Demonstrated ability to utilise sound judgement, problem-solving and decision-making in managing Workers’ Compensation claims and resolving issues as they arise.
- Make day to day decisions regarding claims management within relevant legislation and organisation policies and procedures.
- Manage costs associated with workers’ compensation claims, including the authorisation of payments of benefits to injured workers.

**SPECIALIST KNOWLEDGE AND SKILLS:**

- Demonstrated ability to read, interpret and have a thorough knowledge of the Workplace Injury Rehabilitation and Compensation Act 2013 (VIC).
- Knowledge of workers’ compensation insurance procedures and practice to enable the timely and satisfactory resolution of claims arising through Warrnambool City Council operations, and ensure that legislative requirements are met.
- Ability to apply investigative and analytical skills to ensure that legal and Workers’ Compensation insurance matters are reported clearly and concisely to insurers for the Warrnambool City Council.
- Knowledge and experience in the application of practices and procedures for an effective and efficient workers’ compensation claims management system.
- Knowledge of return to work policy and procedures as well as knowledge of work environment and the longer term goals of health, safety and injury management in the organisation.
- Demonstrated understanding of Microsoft applications and general computer applications.
- Administrative, research and analytical skills, demonstrated through efficient and accurate production of reports and documents.

**MANAGEMENT SKILLS:**

- Demonstrated ability to organise, prioritise and plan own time and work to help ensure the Unit’s service targets are achieved and delivered effectively often under tight timeframes.
- Committed to the delivery of set priorities and plan the completion of tasks to achieve quality objectives in the most efficient, affordable way possible and within agreed or statutory deadlines.
- The ability to work with minimal supervision within restrictive time frames, providing quality work within those time-frames.
- Sound communication and negotiation skills demonstrated through ability to liaise with a variety of stakeholders and build mutually beneficial relationships.
- Demonstrated resourcefulness accompanied by initiative to complete objectives within given timelines.
INTERPERSONAL SKILLS:

- Proven written skills with particular emphasis on attention to detail and high standard of work.
- Demonstrated interest in the well-being of injured workers, and ability to show consideration throughout completion of related tasks.
- Exercise sensitivity and maintain strict confidentiality on all injury management related matters.
- Demonstrated ability to cooperate and gain co-operation from management, workers, external organisations and the general public, including highly effective listening skills to exchange and/or gain information.
- Establish and maintain positive relationships with treating doctors, surgeons and rehabilitation providers in relation to all matters relevant to an injured worker’s injury, their capacity to work, workers’ compensation claims management and accident prevention matters.

QUALIFICATIONS AND EXPERIENCE:

- A recognised qualification along with some claims management or preparation of return to work experience; OR experience in workers’ compensation claims administration.
- Minimum 2-day certificate course in injury management coordination and/or certificate of claims administration is highly desirable; OR a willingness to undertake.
- Sound knowledge and ability to interpret, understand and apply relevant workers’ compensation legislation.
- Proficiency in high level administration and relevant computer skills.

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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</thead>
<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Outside</td>
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<td>X</td>
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</tbody>
</table>

Physical activities: The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
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<td>X</td>
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<tr>
<td>Sitting</td>
<td></td>
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<td>X</td>
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<tr>
<td>Bending</td>
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<tr>
<td>Walking</td>
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<td>X</td>
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<tr>
<td>Repetitive hand work</td>
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<td>X</td>
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<tr>
<td>Heavy lifting (&gt;15kg)</td>
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<td>X</td>
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</table>
Plant and Equipment: This role involves working with or near plant or equipment:

<table>
<thead>
<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Rotating parts</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Noisy Environment</td>
<td></td>
<td></td>
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<td>X</td>
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<tr>
<td>In proximity of Mobile or Moving plant</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Strobe or similar lights</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Operating plant controls</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Driving plant or vehicles</td>
<td>X</td>
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<tr>
<td>Machinery Vibration</td>
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<td></td>
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<td>X</td>
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<tr>
<td>Ability to distinguish between colours</td>
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<td>X</td>
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<tr>
<td>Using hand held tools</td>
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<td>X</td>
</tr>
<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
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<td>X</td>
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<tr>
<td>Working in hot surroundings</td>
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</table>

Other activities: This role may also include:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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</thead>
<tbody>
<tr>
<td>Talking on the phone</td>
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<td>X</td>
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<tr>
<td>Direct contact with people</td>
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<td>X</td>
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<tr>
<td>Working at heights</td>
<td></td>
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<td>X</td>
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<tr>
<td>Working with animals/ wildlife</td>
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<td>X</td>
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</table>
CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

<table>
<thead>
<tr>
<th>Name (Please print):</th>
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</thead>
<tbody>
<tr>
<td>Signature:</td>
<td>Date:</td>
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</tbody>
</table>
TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.
Occupational Health & Safety/Risk Management
- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council’s Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity
- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development
- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:
- Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
  - for excessive or unreasonable personal use;
  - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council’s resources, including Council’s IT Systems. Filtering systems are installed in the Council’s IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked. By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee’s use of the Council’s IT Systems and electronic resources, either at the Council’s premises or at any other place.

Emergency Management
- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability
- Incorporate Warrnambool City Council’s sustainability objectives and targets into projects, programs and services.
• Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
• Promote and participate in a culture of sustainability.

Warrnambool City Council’s Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council’s intranet (Noticeboard) or by contacting Human Resources.

**LEAVE ENTITLEMENTS:**

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

*Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.*

**SUPERANNUATION:**

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

**ANNUAL STAFF PERFORMANCE REVIEW PROCESS**

Staff participates in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

• Meeting of established performance objectives.
• Acquisition and satisfactory utilisation of new or enhanced skills.
• Satisfactory service according to Council criteria.
• Review of salary grading based on adopted remuneration management system.

**MINIMUM EMPLOYMENT PERIOD:**

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

**RESIGNATION/TERMINATION:**

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

**SMOKING:**

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.
EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the following employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy & Data Security Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDREN'S CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants may be required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.