



# Position Description

## Workers' Compensation & Injury Management Specialist

**Wesley Work Health Safety**

### Agreement

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Signed – Manager

Signed – Employee

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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 conceive, develop and 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: "A Spirit-led disciple-making movement: doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds, and Hard Feet.

Wesley Mission's strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our vision.

Wesley Mission's portfolio of community services is amongst the most diverse of any Australian organisation.

### 2 Overview of Wesley Work Health Safety

The Wesley Work Health and Safety Team oversees a wide range of both strategic and operational work health and safety activities to promote the highest practicable standard of work health and safety within Wesley Mission, ensuring compliance with legislative requirements and Australian and international standards.

#### **Workers' Compensation & Injury Management Specialist key responsibilities:**

- Manage a portfolio of active workers compensation claims, ensuring all claims are proactively and effectively managed to ensure positive return to work outcomes and claims cost minimisation.

#### **Knowledge of workers compensation and other legislation and other relevant laws**

- Comprehensive understanding of the workers compensation scheme and relevant regulatory requirements, particularly in NSW and the role of the scheme agent
- Understand the financial costs of workplace injuries within Wesley Mission and assist the WHS Manager with data analysis and preparation of management reporting



## **Understand and apply the health benefits of good work and principles of employee empowerment**

- Identify elements of 'good work' for supporting safe and durable recovery and return to work
- Adopt an employee centric approach that empowers employees to play an active role in their recovery
- Advise on reasonable workplace accommodations for employees suffering from non-work-related injuries or medical conditions
- Monitor and support injured workers' rehabilitation, including in-person, in case conferences and the like.
- Provide injured employees with information and support on their rights and responsibilities, the workers compensation scheme and return to work process.

## **Provide support for the injured worker to remain at work/return to work as soon as medically safe to do so:**

- Provide early and timely contact with injured employees to provide information and support covering their rights and responsibilities, the workers compensation scheme and return to work process
- Identify and address the injured worker's needs and any potential barriers to returning to work
- Anticipate difficulties and identify barriers in the return to work process as early as possible
- Consider all factors impacting the employee and the return to work process and work with the employee and other stakeholders to address barriers to return to work
- Assist the injured worker to remain at work or return to work by consulting with the worker, employer and treating doctor about the injured worker's capacity for work while recovering from the injury/illness.
- Performance of workplace assessments to support the worker and prevent an aggravation, acceleration, exacerbation, deterioration, or recurrence of injury. This may include modification of the workplace, provision of equipment or training.

## **Assist the scheme agent claims manager in the preparation and implementation of recovery and return to work planner**

- Collaborate with the injured worker and claims manager to contribute towards preparing and implementing a recovery and return to work plan
- Identify and ensure suitable employment is provided, or in the absence of a gradual return to work, suitable duties, in accordance with the injured worker's certified work capacity.

## **Liaise with stakeholders involved in the provision of medical treatment and services**

- Communicate with the people involved in providing medical and return to work services to the injured worker. This includes participating in case conferences, meetings and medical reviews where appropriate
- Keep all relevant stakeholders (including managers, supervisors and HR) updated about progress and changes in capacity and/or suitable duties the injured worker is undertaking or can perform



- Working with internal stakeholders to identify suitable duties to facilitate the worker to remain at work or return to work in a timely manner
- Prior to contacting a medical or health provider, ensure written medical authority has been obtained from the injured worker
- Prepare for and attend quarterly claims review meetings with Wesley Mission's workers compensation scheme agents
- Provide supporting information and assistance to Wesley Mission management, when considering whether to terminate employment of an ill or injured employee because the employee cannot or will not be able to perform the inherent requirements of the pre-injury role.

### **Monitor progress of an injured worker's capacity to return to work**

- Review changes, work capacity certificates, milestones achieved or other relevant information and ensure that meetings occur with the injured worker and their supervisor, either separately or together to monitor progress
- Encourage supervisors to maintain regular and supportive communication with the injured worker

### **Prevent the occurrence of further injury when a worker returns to work**

- Collaborate with the Wesley Mission WHS BP (Health) and other relevant stakeholders to ensure the cause of the injury is identified and rectified to prevent an aggravation, acceleration, exacerbation, deterioration, or recurrence of injury. This may include modification of the workplace, provision of equipment or training.

### **Devise and deliver workers compensation and injury management training**

- Deliver training via multiple channels, face to face at locations across NSW and ACT and online.

### **Maintain records**

- Ensure good record keeping by gathering, recording and distributing information specific to workers compensation claims in accordance with Wesley Mission and legislative requirements (including privacy principles).
- Ensure claim notes are secure, accessible and accurate.

### **Contribute to systems, policies and performance reporting**

- In consultation with the WHS Manager, contribute to the periodic review and update of the Wesley Mission Return to Work Policy and supporting documents
- On an on-going basis, review workers compensation claim estimates and bring to the attention of the WHS Manager and the scheme agent any estimates that do not appear to appropriately taking into account the status of the claim
- Contribute where requested with WHS site audits, inspections and safety incident investigations
- Contribute to the collection and analysis of injury management and return to work outcome data and the reporting of this data internally within Wesley Mission and to outside agencies, e.g., WHS regulators and workers compensation scheme agents.
- Provide back-up for WHS Business Partner (Health) in carrying out fitness for duty assessments and advising on reasonable workplace accommodations for non-work related injuries and medical conditions



- Support WHS projects.
- Exercise best professional judgment in line with qualifications and registration to case management to support optimal return to work outcomes

### 3 Purpose of the role

The purpose of the role is to help injured workers return to work and recover at work so they can again perform their work safely and effectively as soon as possible after an injury. In addition you provide critical support to injured workers' supervisors so they can engage effectively with their injured staff and help them achieve their recovery at work goals. Striving for excellence in your work and contributing to a team environment that is collegial, engaged, skilled and professional are also crucial to success in the role.

### 4 Relationships

Reports to: Manager, Work Health Safety

Works with: Work Health & Safety Team, Human Resources Team, Wellbeing Officer, Chaplains

Key Stakeholders: Manager, employees, contractors, WHS Regulators, Workers' compensation scheme agents, other service providers including rehabilitation providers.

### 5 Other role responsibilities

- Be a strong ambassador for the Wesley Mission Work Health & Safety Team
- Always act in a way that ensures your own safety and the safety of others with whom you interact in the role. Also participate actively in work, health and safety initiatives, including consultation processes, incident, near miss and hazard reporting
- Apply Wesley Mission's staff engagement and wellbeing framework, as an effective team contributor
- Ensure the reputation and integrity of Wesley Mission and the WHS team are maintained at all times
- Identify and apply for learning opportunities to develop new skills for your work
- Promote the wellbeing of yourself and others through appropriate self-care in line with Wesley Mission's Staff Wellbeing Guide
- Ensure that you use resources appropriately to minimise waste and unnecessary expense
- Other related duties within the general scope and purpose of the role.

### 6. Performance Measures

- Successful return to work outcomes at the soonest, safe opportunity
- Work in a way that is consistent with Wesley Mission's Christian Vision, Mission and Values and Code of Conduct
- Positive contribution towards the Contribution and Development Planning process supporting career development, position focus and job satisfaction
- Effective communication and rapport with the manager and team members



- Contribution to and attendance at all team meetings.

## **7. Selection criteria**

To be successful in this role you must possess the following:

- Empathy while maintaining a focus on positive outcomes
- Honesty and integrity
- Professional expertise and qualifications in a relevant Allied Health discipline
- Proactivity and efficiency
- Strong coordination and organising skills
- Excellent team work / collaboration
- Effective communications with all types of people, including written, verbal and presentation skills
- Willingness to go the extra mile
- 3 years' experience in a similar role with a diverse organisation
- Comprehensive understanding of the workers compensation scheme and relevant regulatory requirements, particularly in NSW
- Experience with complex claims processes
- Conflict resolution skills and ability to collaborate to solve return to work disputes
- Ability to deliver health related WHS education and training
- Completion of the SIRA return to work coordinator training module
- Current valid NSW driver's licence and ability to travel to both metro and regional areas within NSW and the ACT
- Strong written, verbal communication, problem solving, interpersonal and influencing skills