



# Injury Management-Administration Officer

## POSITION PROFILE

Division	Corporate Support	Status	Permanent Part-Time 12 hours per week
	Corporate Governance		Grade 5
Unit		Position Number	4.3.13
Reports to	Head of Safety and Wellbeing	Reviewed	October 2020 Updated May 2021 to reflect new structure

## STRATEGIC INTENT

### Increased confidence levels

To ensure our community, employees and stakeholders believe in Council's ability to ensure a safe and healthy workforce able to meet our objective of creating a thriving community of active lives connected to nature.

### Improved sustainability

To ensure we provide best value from our limited resources that creates a strong and sustainable future for our community by developing and maintaining a strong safety culture.

## POSITION PURPOSE

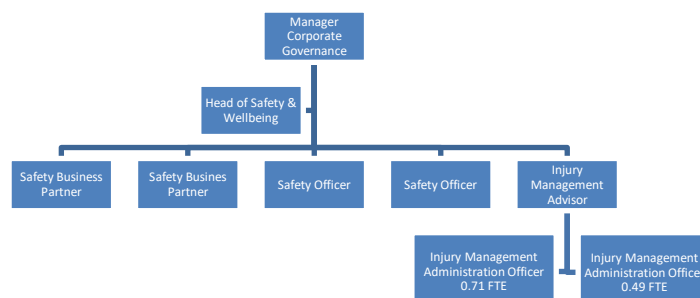
The purpose of this position is to provide administration support, to enable the Head of Safety and Wellbeing and all members of the Safety and Wellbeing Team to provide a proactive and behavioural-focused injury management and claim management.

The Injury Management Administration Officer will support the Team to:

- embed the preferred organisational culture to maximise the capacity of the organisation to meet the needs of the community and ensuring improved community confidence in Council
- deliver administrative support for the ongoing development, integration and management of Council's Injury Management and Work Health and Safety system policy and procedures
- complete incident and injury claim file management and correspondence in accordance with Self Insurer Regulator Authority legislation to ensure compliance with Council's Workers Compensation Self Insurance Licence
- ensure correct calculation of pre injury average weekly earnings (PIAWE) in accordance with relevant legislation and self-insurance requirements
- assist with the development of return to work and injury management plans to support the sustainable return to work of injured employees

In fulfilling this purpose, the position will demonstrate operational thinking, facilitate collaborative and respectful relationships and accept personal accountability for achieving outputs.

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<p><b>Leadership</b></p> <p>Responsible for supporting the delivery of all outputs and outcomes in relation to specified Team Core Functions, Processes and Activities.</p>	<p>Deliver all outcomes of the role within the Corporate Governance Performance Framework.</p> <p>Support implementation of Council/Line Manager decisions at a strategic and operational level.</p> <p>Ensure effective administration of tasks for the maintenance of Council's SIRA Licencing requirements, Injury Management.</p>
<p><b>Partner Relationships</b></p> <p>Actively identifies, builds and sustains relationships with all key stakeholders in the support and management of injured workers.</p>	<p>Partner with managers, staff and contractors to support implementation of Council's Injury Management strategies, initiatives, policies and procedures in a manner that effectively manages risk and is aligned with Council's values and business requirements.</p> <p>Partner with Corporate Governance specialist functions to support delivery of specialist services to customer groups in a manner that is aligned with their business needs.</p> <p>Agreed performance measures met and in line with SIRA customer service guidelines and other applicable service requirements.</p>
<p><b>Change Management</b></p> <p>Embrace change within the Team and across the organisation to support a partnership approach and strong safety culture.</p>	<p>Support implementation of effective change management principles.</p> <p>Provide operational support to management and affected staff.</p>
<p><b>Continuous Improvement</b></p> <p>Identify and implement continuous improvement of business processes and practices associated with specified Team Core Functions, Processes and Activities and associated projects.</p>	<p>Effective documentation in place including work instructions and schedules of work.</p> <p>Identify obsolete and efficient practices and recommend changes where appropriate.</p> <p>Maintain a level of knowledge and understanding pertaining to Self-Insurance Licencing requirements, injury management and claims management administrative support requirements, and relevant customer service and other policies and processes.</p>
<p><b>Claims and Injury Management Support</b></p> <p>Provide administration support, to enable the Head of Safety and Wellbeing and all members of the Safety and Wellbeing Team to provide a proactive and behavioural-focused injury management and claim management.</p>	<p>Deliver administrative support for the ongoing development, integration and management of Council's Injury Management and Work Health and Safety system policy and procedures.</p> <p>Complete incident and injury claim file management and correspondence in accordance with Self Insurer Regulator Authority legislation to ensure compliance with Council's Workers Compensation Self Insurance Licence.</p>

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
	<p>Ensure correct calculation of pre injury average weekly earnings (PIAWE) in accordance with relevant legislation and self-insurance requirements.</p> <p>Assist with the development of return to work and injury management plans to support the sustainable return to work of injured employees.</p>
<b>Risk Management</b> Manage the risk associated with the delivery of specified Team Core Functions, Processes and Activities and associated projects.	Business risks are identified, assessed and managed to ensure successful delivery of objectives.
<b>Tactical Planning</b> Support the successful delivery of Team outputs in the: <ul style="list-style-type: none"> <li>➤ Community Strategic Plan</li> <li>➤ Delivery Program</li> <li>➤ Operational Plan</li> <li>➤ Business Plan</li> </ul>	Successful delivery of outputs.
<b>Performance Management</b> Proactively monitor and self-manage performance. Constructively engage with the Head of Safety & Wellbeing on performance.	Agreed performance measures met.
<b>Resource Management</b> Ensure effective resource management.	Agreed performance measures met.
<b>Other</b> Any other duties within area of skill as directed.	Agreed performance measures met.

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	A current Drivers Licence
	Desirable	Tertiary qualifications AND/OR relevant administration experience
Experience or skills	Essential	An ability to generate successful outcomes for the Team, Business Unit and Council because: <ul style="list-style-type: none"> <li>▪ You will have an eye for detail to ensure workers compensation and provider payments are processed, recorded and coded in accordance with licencing requirements.</li> <li>▪ You will have experience providing administrative and customer-focused support to ensure proactive, constructive, timely and appropriate claims and injury management</li> </ul>

		<p>consultancy &amp; advice is provided to Council management and employees.</p> <ul style="list-style-type: none"> <li>▪ You will have strong planning and organisational skills with a proven ability to use resources in the most effective way.</li> <li>▪ You will have a proven ability to anticipate changing environments and to develop strategies to position the Council to make constructive decisions.</li> <li>▪ You will have a proven ability to operate within a changing environment and make constructive decisions.</li> <li>▪ You will have strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally.</li> <li>▪ You will have the demonstrated technical skills and experience required to perform the role successfully.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>▪ Experience with incident and claims management systems.</li> <li>▪ Experience with accounts payable and human resource systems.</li> <li>▪ Experience with other office administration systems</li> </ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Leadership:</b> Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism.</li> <li>▪ <b>Goals oriented:</b> Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative.</li> <li>▪ <b>Operational planning/thinking:</b> Critically examines the link between strategic outcomes and tactical outputs and determines what part of a strategic plan will be put into operation within a short term period (month/quarter) and sets milestones and conditions for successful delivery of outputs within this period.</li> <li>▪ <b>Communication skills:</b> Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</li> <li>▪ <b>Relationship management:</b> Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues.</li> <li>▪ <b>Team focussed:</b> Mentor less experienced Team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees.</li> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li>▪ <b>Collaborate:</b> to be open and welcoming, genuinely connect to others, include others, and work together as one.</li> <li>▪ <b>Achieve:</b> be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li> <li>▪ <b>Respect:</b> be honest and trustworthy, do what you say you will, put yourself in the other person's shoes, listen to what's important to others</li> <li>▪ <b>Evolve:</b> stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li> </ul>
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## CORPORATE OBLIGATIONS

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<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate.
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
<b>Delegations</b>	Authority to operate within the Delegations attached to the position and acting within this authority.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
<b>Financial Management</b>	Managing expenditure within a budget, undertake relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
<b>Integrated Planning &amp; Reporting</b>	All employees must understand the integrated planning & reporting framework, the objectives and how they contribute to the long-term outcomes.
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Policies, Determinations and Guidelines.
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.