



RTW and WHS Officer (LAC)

Position Description

Position Title	Return to Work (RTW) and WHS Officer LAC
Responsible Department	People and Culture
Reports To	WHS Coordinator
Base Location	State Support Office (SSO), Lewisham
Employment basis	Full Time- Fixed term ending June 2019
Primary position objective	<p>The RTW and WHS Officer LAC is responsible for managing the LAC Workers Insurance obligations across NSW and assisting with general WHS initiatives. They will act as the Return To Work Coordinator for all NSW LAC claims, and advise LAC managers around the state on appropriate actions and outcomes. Further, they will support and collaborate with the WHS Officer (LAC) as required to develop, implement and monitor WHS initiatives.</p> <p>As the role matures, it will also have involvement in developing, implementing and reviewing an effective health and wellbeing program for LAC sites.</p>

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

St Vincent de Paul and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the NDIA in selected NSW districts to ensure people living with a disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to their individualised NDIS plans. This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme has been introduced gradually to ensure no disruption for people with disability and support providers.

The Society provides Local Area Coordination (LAC Program) services across five districts; Central Coast, Hunter New England, Sydney, South Eastern Sydney and South Western Sydney.

Department Overview

The RTW and WHS Officer LAC will operate as part of the People and Culture Division based at the SSO.

The newly formed People & Culture Division supports the 4,000 members, 15,000 volunteers and 2,000 employees of the Society in NSW in the areas of Organisational Development, HR Partners, WHS and Industrial Relations, Recruitment, HR Operations and Payroll, Conference and Member Support and Policies, Child Safe and Complaint Handling, and promotes best practice and empowers our people to live the Society's Mission and Vision through their work.

Duties and Responsibilities

The RTW and WHS Officer LAC reports to the WHS Coordinator and has primary responsibility for the coordination of all aspects of Workers Insurance matters across the program through liaison with the Workers Insurance agent, insurance broker and the internal stakeholders within the LAC program and State Support Office. They also have responsibility for assisting the WHS Officer (LAC) with general WHS initiatives as required.

The position provides support to the LAC managers and workers and as the role matures, it will also have involvement in developing, implementing and reviewing an effective health and wellbeing program for LAC sites. Travel to metropolitan and regional sites will be required.

Responsibilities include, but are not limited to:

Workers insurance/RTW

- Establishing and maintaining good working relationships with the Workers Insurance agent, insurance broker and rehabilitation providers.
- Regular contact with the designated insurance case managers to ensure efficient communication and adequate reviews to progress claims to closure.
- Prompt initial and follow up reporting to management and other stakeholders of incidents and injuries that may have Workers Insurance implications.
- Liaise with senior LAC management and Human Resources Advisors via technology (eg. teleconference) or if a requirement, in person.
- Regular contact with the injured worker to communicate the workers compensation pack, monitor their progress and share appropriate claim related developments.

- Attendance at case conferences and other medical related meetings where practical. Coordination of supplementary actions to assist claim progress (Rehab. providers, EAP etc.)
- Maintenance of confidential individual claim files to a professional, well organised standard.
- The collection and collation of relevant statistics and information for use in reports to management and others.
- Engagement with quarterly claims reviews coordinated by the Workers Insurance agent.
- Assistance with RTW and injury management training for workers, supervisors/ managers and executives.
- Coordination of the wage reimbursement process for claims.

General WHS

- In consultation and collaboration with the WHS Officer LAC, assist with operational WHS matters across the LAC network as priorities demand.
- Support management in investigating, planning and implementing reasonable accommodation requirements for employees with specific medical conditions/disabilities.
- Ensure the timely development of personal emergency evacuation plans (PEEPs) for relevant employees through consultation with the worker and their supervisor or workplace manager.
- Coordinate, organise and facilitate WHS and injury management training as required to LAC staff and management.
- Assist with the coordination of contractors to provide external WHS services as necessary– eg. emergency preparedness and first aid training, flu vaccinations, replenishment of first aid kits etc.
- Participate in the Society's WHS Officer and RTW Coordinator networks and attend scheduled meetings and teleconferences.
- Assist with safety/risk management tasks at the SSO on occasions as required in keeping with the overall Society WHSMS. This may include the completion of safety checklists, assisting with routine WHS enquiries, coordinating fire wardens and first aiders (and their associated training), maintaining safety noticeboards, organising ergonomic assessments etc.

Wellbeing

- Identify emerging workplace health and wellbeing issues in consultation with the WHS Officer LAC and develop strategies to reduce or mitigate the risks.
- In consultation with key stakeholders within LAC and SSO, facilitate the development and implementation of activities and new initiatives in accordance with relevant policy frameworks and Society principles
- Develop communication and action plans to design, promote and embed wellbeing initiatives in consultation with LAC management and Human Resources.
- Coordinate the Employee Assistance Program (EAP) Ambassador program within NSW LAC sites.

Essential Criteria

- Experience with the management of complex Workers Insurance claims (involving physical and/or psychological conditions)
- Ability to assess and manage claims with a balanced, empathetic approach
- Experience in negotiating strategies and outcomes with Workers Insurance agents and brokers
- Ability to engage and multitask in a timely manner across multiple workplaces.
- Ability to manage and implement general operational safety initiatives and prepare effective WHS policies, procedures and related documents
- Ability to engage with and support employees with specific medical conditions or disabilities.
- Demonstrated ability to influence and educate stakeholders in relation to wellbeing initiatives.
- Minimum intermediate level Microsoft Office skills.
- Relevant qualifications in Workplace Health and Safety (Minimum Certificate IV or equivalent).
- Completion of SIRA NSW accredited RTW Coordinator training
- Willingness and ability to travel intrastate to attend meetings or deliver training at metropolitan or regional locations
- Commitment and ability to work and add value within a team environment
- Willingness to work within the philosophy and ethos of the Society

Desirable Skills

- Experience in a similar role within the health, community service, disability or associated sectors.
- Knowledge and practical understanding of health & wellbeing concepts, frameworks, best practices and strategies
- Experience working within a geographically dispersed service or organisation
- Demonstrated understanding of the Not for Profit sector
- Advanced RTW Coordination training
- Experience in change management practices.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer