

Rehabilitation and Wellbeing Officer NSW

Position Description

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Position Title	Rehabilitation and Wellbeing Officer NSW
Responsible Department	People and Culture
Reports To	WHS Manager
Base Location	State Support Office (SSO), Lewisham
Primary position objective	<p>The Rehabilitation and Wellbeing Officer is responsible for managing the Society's workers insurance obligations and broader rehabilitation and wellbeing initiatives across NSW. This includes coordinating general injury management and acting as the Return To Work Coordinator for all Central Council, State Support Office and Support Service claims. The role will manage the premium renewal process and advise managers and key stakeholders around the state on outcomes and appropriate actions.</p> <p>The role will also be responsible for assisting with the development and implementation of a Society wide health and wellbeing program, working in partnership with the WHS Manager and Human Resources professionals.</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.

Departmental Overview

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 Rehabilitation and Wellbeing Officer is responsible for the management and coordination of all aspects of Workers Insurance related matters across NSW through liaison with Workers Insurance agents, Workers Insurance brokers and the internal stakeholders within Central Councils, Support Services and the State Support Office. Some engagement with the general injury management of employees and volunteers may also be required on occasions.

The role will also be responsible for assisting with the development and implementation of a Society wide health and wellbeing program, working in partnership with the WHS Manager and Human Resources professionals.

The position provides support to the managers and workers of the Society and will work closely with the WHS Manager, WHS Coordinator and key internal stakeholders. Responsibilities include, but are not limited to:

Workers Insurance

Business Relationships:

- Establishing and maintaining good working relationships with the workers insurance agent, workers insurance broker and rehabilitation providers.
- Act as the central contact for the Society's workers insurance agent and broker during claim and service reviews. Ensure a smooth working relationship between these providers and the Society, including with supplementary Society staff that may become involved in claims management.
- 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 stakeholders of incidents and injuries that may have workers insurance implications
- Collaboration with Human Resource Partners on claims, ensuring that the management of any industrial relations aspects is performed as a separate but informed part of claims management.
- Provide support and guidance to others within the Society taking on the RTW Coordinator role for specific claims.
- Participate in the Society's WHS Officer network meetings and lead any necessary RTW network meetings.

Operational:

- Regular contact with the injured worker to communicate the workers compensation pack, monitor their progress and share appropriate claim related developments
- Maintenance of confidential individual claim files to a professional, well organised standard
- Management and processing of paperwork surrounding wage declarations and premium renewal
- Attendance at case conferences and other medical related meetings where practical. Coordination of supplementary actions to assist claim progress (Rehab. providers, EAP etc.)
- The collection and collation of relevant statistics and information for use in reports to management and others.
- Monitoring circumstances of key workers insurance claims to ensure managers, return to work coordinators and human resource partners are providing appropriate support and rehabilitation practices.

- Assistance with RTW and injury management training for workers, supervisors/ managers and executives.
- Coordination of the wage reimbursement process for claims
- Reviewing and making recommendations for improvements in the processes for the management of injuries and workers insurance claims.

Wellbeing

- Assist in the development, implementation and review of an employee health and wellbeing program.
- In consultation with key stakeholders, facilitate the development and implementation of activities and new initiatives in accordance with relevant policy frameworks and Society principles.
- Identify emerging workplace health and wellbeing issues in collaboration with the WHS network and develop strategies to reduce or mitigate the risks.
- Develop communication and action plans to design, promote and embed wellbeing initiatives
- Develop documentation, including briefs, memos, policies, procedures and reports, and ensure that accurate records and files are collected and maintained
- Consult, formally and informally, with people with experience of mental health problems to inform the development of our workplace wellbeing programmes
- Collaborate with colleagues in the People and Culture team to expand the profile of wellbeing initiatives and education.
- Coordinate the Employee Assistance Program (EAP) Ambassador program
- Provide advice for employees returning to work with personal injuries or health limitations.
- Use relevant literature and research findings to improve health and wellbeing programs and outcomes.
- Comply with and maintain all privacy legislation requirements
- Assist managers and supervisors to consult on and create personal emergency evacuation plans (PEEPs) for relevant employees.
- Maintain relationships and linkages with relevant industry groups, service providers and stakeholders;

Essential Criteria

- Relevant qualifications in Workplace Health and Safety (Minimum Certificate IV or equivalent).
- Completion of (or working towards) SIRA accredited Advanced RTW Coordinator training
- Demonstrated senior level and up to date experience in injury management and return to work programs, including the management of complex claims (involving physical and/or psychological conditions).
- Sound knowledge of workers compensation legislation (NSW), related WHS Acts and Regulations and relevant codes of practice.
- Ability to assess and manage claims with a balanced, empathetic approach
- Ability to work with managers and staff at all levels of the Society and impart significant workers insurance and wellbeing information in a readily understood manner.
- Current experience in negotiating strategies and outcomes with workers compensation insurers and brokers
- Ability to engage and multitask in a timely manner across multiple workplaces and organisational service channels
- Knowledge and practical understanding of health & wellbeing concepts, frameworks, best practices and strategies.
- Minimum intermediate level Microsoft Office skills.
- 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.
- Experience with conventional and Loss Prevention and Recovery (LPR) premium models.
- Experience working within a geographically dispersed service or organisation
- Experience in change management practices.

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