



<b>Position Title:</b>	<b>Wellbeing Business Partner</b>	<b>Position No:</b>	<b>CP37</b>
<b>Group:</b>	Corporate Services	<b>Section:</b>	Wellbeing Health and Safety (WH&S)
<b>Classification Level:</b>	Senior Professional Officer (SPO)		
<b>Reports to:</b>	WH&S Operations Lead	<b>Direct Reports:</b>	Nil
<b>Special Measures:</b>	Not Applicable		
<b>Location:</b>	Darwin or Katherine	<b>Date Approved:</b>	May 2025

## POSITION OVERVIEW

As an integral part of the WH&S team the role will include supporting and promoting the successful implementation of the wellbeing, health and safety @ work (WH&S@W) management system. The role's primary task is to manage all administrative functions in relation to workers compensation claims and ensure compliance with relevant Legislation. This role will also facilitate and maintain strong relationships between all parties involved in managing an employee's injuries and providing support across the organisation to proactively manage psychosocial hazards and risks.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

### LEADERSHIP

- Lead by example and maintain compliance with WH&S@W policies, procedures and processes ensuring you are fulfilling your duty of care in accordance with WHS legislative requirements.
- Proactively cultivate a work culture that is people centred and prioritises the WH&S.
- Motivate and empower our people leaders to deliver their work priorities and objectives in a safe and healthy manner.

### STAKEHOLDER ENGAGEMENT

- Maintain relationships with all relevant government agencies, such as Comcare and other internal and external stakeholders to ensure compliant and effective delivery of program deliverables.
- Build capabilities through mentoring and coaching supervisors to increase their understanding of the workers compensation legal framework, NLC policy obligations, incident and injury management and responsibilities towards staff and other people's wellbeing.
- Coordinate engagements between the injured employee, NLC, Comcare and other medical practitioners to ensure timely and supported return to work post injury is facilitated.

### SERVICE OPERATIONS

- Develop and implement wellbeing programs that are tailored to NLC operations and aligned to service delivery areas.
- Administer workers compensation claims and act as first point of contact to assist and support all stakeholders.
- Prepare workers compensation quarterly reporting for senior leadership team.
- Facilitate claims reviews with Comcare, injured worker and their supervisor.
- Proactively identify risks and recommend strategies for inclusion in return to work plans.
- Coordinate the early intervention and non-work-related injury process and return to work requirements as per NLC policies and procedures.
- Contribute to the implementation and continual improvement of the WH&S@W Management System
- Review, recommend solutions and monitor supervisors progress towards implementing effective corrective measures within procedural timelines for incident and injury reports.



- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified.

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## POSITION REQUIREMENTS

### ESSENTIAL REQUIREMENTS

- Certificate IV WH&S and at least four (4) years practical experience working as a WH&S professional and participating in implementing WH&S management systems.
- Demonstrate sound knowledge and experience with managing complex workers compensation claims within a medium- large organisation.
- Solid understanding of psychosocial hazards and risks.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an array of stakeholders (internal and external organisation) to build productive working relationships
- Sound written communication skills including submissions, business communication and reporting
- Sound computer literacy skills in Microsoft Office Suite and other relevant software programs
- A current NT drivers' licence.

### DESIRABLE REQUIREMENTS

- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Previous experience in policy and procedure development.