

Position Description

Position Title:	Injury Management Specialist
Division:	People & Culture
Reporting To:	Senior Injury Management Specialist
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

Position Description

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To develop, coordinate and oversee a safe workplace and/or service environment for staff, clients and other stakeholders; and support service managers through the provision of advice and coaching in areas of risk assessment, incident investigation, rehabilitation and return-to-work, policy and procedure development, and employee wellness.

KEY OBJECTIVE OF THE POSITION:

To provide advice, guidance and support for targeted Injury Management, Rehabilitation and Return-to-Work programs, in addition to high level case management for Workers Compensation claims.

To assist and advise on the development, implementation and evaluation of effective, efficient and best practice Work Health and Safety (WHS) services to Northcott Disability Services (Northcott).

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Strong practical and theoretical understanding of injury management, rehabilitation and return-to-work practices, including relevant legislation and guidance material
- Demonstrated experience in workers compensation claims administration, including the provision of advice on managing risks
- Sound understanding of the principles underlying work health and safety risk management practices, including relevant legislation and guidance material
- High level attention to detail and ability to manage competing priorities
- Strong customer service skills in order to effectively manage stakeholder interests
- Demonstrated analytical and problem solving skills
- Experience working with limited supervision within a team environment
- Can evidence developed skills in judgement, initiative, confidentiality and sensitivity

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in Work Health and Safety or a related business discipline
- 5+ years' experience in workers compensation claims administration and/or consultancy
- Return-to-Work Coordinator accreditation
- Exposure to Work Health and Safety and workers compensation in a corporate or community setting
- Current driver's license and willingness to travel to regional locations
- Ability to work independently or as part of a multidisciplinary team

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- All Northcott Staff
- External agencies such as Workers Compensation Insurer, Rehabilitation Provider

Position Description

Relationship Building

- Initiate, develop and maintain good working relationships with managers and staff
- A professional approach to managing external communication

Problem Solving

- Thorough knowledge and experience interpreting relevant legislation
- Use initiative to prioritise work deadlines
- Flexibility in approach to achieve optimum business outcomes

Leadership

- Demonstrate initiative in problem solving and responding to day-to-day queries from internal and external stakeholders

Financial Impact

- General understanding of budget implications when identifying risk mitigation strategies
- Awareness of financial aspects of Workers Compensation claims management

Time Impact

- Ability to assess a range of circumstances, and make decisions within short timeframes

DUTIES

The typical duties of this position include:

1. Facilitate a best practice approach to injury management in order to achieve timely and sustainable return-to-work outcomes.
2. Actively monitor workers compensation claims costs, liaise with external stakeholders, including treatment providers, Insurer and workers compensation broker on claims management strategies.
3. Draw on previous experience in adopting a strategic approach to claims management, and utilise analytics to identify trends and make recommendations on risk mitigation.
4. Coach internal stakeholders on a best practice approach to injury management, and provide instruction on return-to-work obligations and processes.
5. Where required, undertake administrative tasks to support the injury management and return-to-work processes, such as developing Return-to-Work Plans, and providing incident notifications.
6. Maintain a current working knowledge of the underpinning regulatory environment and legislative forms, and develop policy and procedure to ensure statutory compliance across jurisdictions.
7. Undertake risk assessments, and provide advice on risk reduction strategies.
8. Assist in critical incident investigations, and the coordination of responses to statutory authorities.
9. Participate in consultation forums, and represent work health and safety on internal steering committees, as well as external meetings such as Insurer claims reviews.
10. Conduct ergonomic assessments of employee workstations.
11. Partner with human resources following the disclosure of non-work related medical conditions; consider industrial risks in determining courses of action.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.