

POSITION DESCRIPTION

INJURY MANAGEMENT & WELLBEING ADVISOR

Reports to: Safety & Wellbeing Manager

Supervises: Nil

CHL Capability Band: #2



Primary Purpose:	The Injury Management and Wellbeing Advisor is the primary contact for all matters related to workers' compensation and non-work-related injury or illness (NWRIL). The role is responsible for coordinating end-to-end injury management and wellbeing activities, and supporting work health and safety initiatives, in consultation with the Safety & Wellbeing Manager.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
Responsibilities:	<p>The Injury Management & Wellbeing Advisor provides best practice injury management by building strong relationships with managers, employees, and external partners such as insurers and rehabilitation providers. The role delivers proactive case management, integrates wellbeing check-ins into incident response and recovery, and ensures holistic support for affected employees. All duties must be carried out in line with CHL policies, procedures, and relevant legislation.</p> <p>1. Injury Management</p> <ul style="list-style-type: none"> • Manage workers compensation and non-work-related injury/illness cases to achieve positive outcomes. • Develop and implement case management strategies in consultation with key stakeholders. • Support illness prevention and address wellbeing factors impacting safe work participation. • Coordinate claims, rehabilitation, and return-to-work processes across all operating states. • Maintain networks with treating professionals and review preferred provider arrangements. • Stay updated on relevant legislation to ensure compliance. • Conduct wellbeing check-ins as part of WHS incident response and recovery. • Partner with managers to provide timely, empathetic support to affected staff. • Maintain accurate, confidential records in line with reporting and privacy standards. • Contribute to initiatives that reduce injury and improve recovery and return-to-work outcomes. <p>2. Wellbeing Initiatives</p> <ul style="list-style-type: none"> • Assist in coordinating health and wellbeing programs, workshops, and campaigns. • Support training delivery on injury management, incident reporting, prevention strategies, and psychological safety (e.g., MARATE, trauma-informed practice). <p>3. Administration</p> <ul style="list-style-type: none"> • Draft internal communications on safety and wellbeing topics. • Organise meetings, including agendas, minutes, and follow-up actions. • Contribute to policy and process improvements to support service quality. • Support compliance efforts, including coordinating first aiders, fire wardens, and safety reps. <p>4. Stakeholder Engagement</p> <ul style="list-style-type: none"> • Promote safety and wellbeing through communications and initiatives. • Respond to and triage general safety and wellbeing enquiries, escalating when required.

	<ul style="list-style-type: none"> • Build collaborative relationships with staff, managers, and external partners. <p>5. Team Collaboration</p> <ul style="list-style-type: none"> • Support the broader People & Culture team with other tasks as required.
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Minimum 1 year of experience in a comparable injury management or related role. • Strong stakeholder engagement skills with well-developed interpersonal, communication, and influencing abilities. • Certificate IV in Personal Injury Management or equivalent, or willingness to obtain. • Workplace Rehabilitation and Return to Work Coordinator certification, or willingness to obtain. • Ability to interpret and apply workers' compensation legislation, standards, and guidelines to claims management and rehabilitation activities. • Sound understanding of employment and industrial relations as they relate to injury and illness management. • Excellent written communication skills, with the ability to prepare complex reports and submissions. • Highly organised, self-motivated, and detail-oriented, with strong time management skills. • Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook). • Demonstrated commitment to the right of every person to access quality housing. • Satisfactory National Police Check.
Key Capabilities:	<p>Solves Problems - Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p>Resilience - Role models responding to day-to-day problems and achieving work outcomes in a positive way</p> <p>Innovation & Creativity – Demonstrates initiative and enterprise and supports others to work more effectively</p> <p>Teamwork – Offers constructive feedback and provides balanced and informed perspectives in team meetings</p> <p>Listens, Understands, Adapts - Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications</p> <p>Communication - Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium</p> <p>Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit</p> <p>Engages with Risk - Understands identified risks and operates within approved processes and policies, seeking advice when required. Ensures risks are reported on and corrective actions identified</p> <p>Probity - Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.</p>