

<b>Position Title:</b>	Health, Wellbeing & Return to Work Advisor	<b>Directorate:</b>	Community & Corporate Services
<b>Position Number:</b>	100056	<b>Department:</b>	People & Culture
<b>Employment Status:</b>	Full-Time	<b>Position Type:</b>	Indoor Employee
<b>Employment Type:</b>	Permanent	<b>Location:</b>	374 Main Road, Glenorchy
<b>Classification Structure:</b>	Grade 5		
<b>Reports to:</b>	Coordinator Human Resources		

### PRIMARY PURPOSE:

This role is responsible for leading Council's health and wellbeing programs, injury management, rehabilitation, and return to work processes, ensuring timely support for injured employees and compliance with legislative and best practice requirements. The role manages workers compensation matters and drives the development and improvement of Council's health and wellbeing program to support a safe, engaged and resilient workforce.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Health, Wellbeing & Return to Work (RTW) Advisor** reports to the **Coordinator Human Resources** for all operational and management matters.
- The role is a key contributor to the People & Culture Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

### Accountabilities And Responsibilities

<b>Injury Management &amp; Case Management</b>	<ul style="list-style-type: none"> <li>▪ Coordinate end-to-end case management of all workers compensation claims, from initial notification through ongoing management, and claim closure</li> <li>▪ Manage a portfolio of both work and non-work related injury and illness cases, ensuring proactive and timely intervention</li> <li>▪ Establish and maintain regular contact with employees and their leaders to monitor recovery, provide support, and encourage engagement in rehabilitation processes</li> <li>▪ Liaise with insurer, medical practitioners, allied health providers and workplace rehabilitation providers to coordinate appropriate treatment and recovery strategies</li> <li>▪ Facilitate and monitor suitable workplace duties and recovery plans, ensuring duties are meaningful, safe and aligned to medical restrictions.</li> <li>▪ Identify barriers to return to work and implement strategies to address psychosocial, occupational or organisational factors impacting recovery</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Ensure accurate, confidential and compliant record keeping</li> <li>▪ Escalate complex or high-risk cases appropriately and contribute to dispute resolution processes where required</li> <li>▪ Attend medical and case management appointments (e.g. GP, specialist, independent medical examinations) with employees where appropriate to support recovery outcomes, clarify capacity for work, and ensure alignment between medical advice and workplace duties</li> <li>▪ Build effective working relationships with treating practitioners to facilitate clear, timely and outcome-focused communication</li> <li>▪ Translate medical advice into practical, suitable duties and communicate expectations clearly to both employees and managers</li> <li>▪ Support employees in understanding their obligations and recovery requirements, including treatment adherence and participation in rehabilitation</li> </ul>
<b>Return to Work Coordination</b>	<ul style="list-style-type: none"> <li>▪ Proactively drive return to work outcomes by setting clear expectations with employees and leaders regarding participation and suitable duties</li> <li>▪ Ensure RTW plans are outcome-focused, time-bound and regularly progressed toward pre-injury capacity where reasonably practicable</li> <li>▪ Develop, implement and regularly review individual RTW Plans in consultation with employees, managers, treating practitioners and insurer</li> <li>▪ Facilitate early intervention and graduated return to work strategies to maximise recovery outcomes</li> <li>▪ Monitor progress against RTW plans and update stakeholders on outcomes and changes in worker capacity</li> <li>▪ Ensure all RTW obligations are met in accordance with applicable legislation, including timeframes and consultation requirements</li> <li>▪ Coordinate case conferences and stakeholder meetings to support successful return to work outcomes</li> </ul>
<b>Workers Compensation &amp; Claims Management</b>	<ul style="list-style-type: none"> <li>▪ Monitor and report on claim progress, costs, and trends, implementing strategies to improve processes and outcomes</li> <li>▪ WC payroll calculations, prepare reimbursements, review and reconcile compensation payments and ensure accuracy of wage reimbursements</li> <li>▪ Assist in audits and compliance reviews relating to workers compensation and injury management</li> <li>▪ Act as the primary Council contact for workers compensation administrative processes, including claim lodgement, documentation, and correspondence</li> <li>▪ Ensure timely and accurate submission of claims, certificates of capacity, invoices and supporting documentation to the insurer</li> <li>▪ Monitor statutory timeframes and ensure Council meets all legislative obligations</li> <li>▪ Review liability decisions in consultation with HR leadership and escalate concerns where required</li> <li>▪ Maintain a centralised and compliant claims register</li> </ul>
<b>Stakeholder Engagement &amp; Advisory</b>	<ul style="list-style-type: none"> <li>▪ Provide expert advice to managers and staff on injury management, return to work and workers compensation obligations</li> <li>▪ Influence and coach leaders to adopt best practice approaches to injury management and employee wellbeing</li> </ul>
<b>Reporting &amp; Data Analysis</b>	<ul style="list-style-type: none"> <li>▪ Monitor and analyse injury and claims data to identify trends, risks, and improvement opportunities</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Prepare regular reports on injury rates, claims performance, return to work outcomes and workers compensation costs</li> <li>▪ Provide insights and recommendations to leadership to inform decision-making and improve outcomes</li> <li>▪ Maintain accurate and timely reporting to internal stakeholders and external agencies as required</li> </ul>
<b>Injury Prevention &amp; WHS Contribution</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the development and implementation of injury prevention and wellbeing initiatives</li> <li>▪ Participate in risk assessments and hazard identification processes</li> <li>▪ Collaborate with the WHS team to promote a proactive safety and wellbeing culture</li> </ul>
<b>Health and Wellbeing Programs</b>	<ul style="list-style-type: none"> <li>▪ Lead the design, implementation and evaluation of Council's Health and Wellbeing Program aligned to organisational strategy</li> <li>▪ Identify workforce health risks and wellbeing priorities through data, consultation and industry trends</li> <li>▪ Initiate, coordinate and facilitate wellbeing initiatives (e.g. mental health programs, fitness initiatives, financial wellbeing)</li> <li>▪ Develop annual wellbeing plans, calendars and campaigns that promote participation and engagement</li> <li>▪ Evaluate program effectiveness and report on participation, outcomes and return on investment</li> <li>▪ Promote a proactive wellbeing culture through communication, education and leadership engagement</li> <li>▪ Be an active member of the Mind Body Spirit Committee (MBSC)</li> <li>▪ Partner with WHS and leadership to address psychosocial risks and embed preventative strategies</li> <li>▪ Coordinate key employee support programs, including Employee Assistance Program (EAP), Mental Health First Aid or peer support programs.</li> <li>▪ Liaise with external providers and vendors to deliver wellbeing programs and services</li> </ul>
<b>Early Intervention &amp; Non Work Related Support</b>	<ul style="list-style-type: none"> <li>▪ Implement early intervention strategies for non-work-related injuries and illnesses to minimise escalation to claims</li> <li>▪ Provide advice and support to managers to assist employees to remain at work where safe to do so</li> <li>▪ Coordinate confidential support pathways for employees experiencing health-related challenges</li> </ul>
<b>Team Work and Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Represent the Council in a professional and positive manner</li> <li>▪ Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>▪ Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>▪ This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>
<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>▪ Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul>

## Key Selection Criteria

<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Certificate IV (or higher) in Human Resources, Work Health &amp; Safety, Injury Management or related discipline</li> <li>▪ 3+ years of experience in a similar role.</li> <li>▪ Completion of a Return to Work Coordinator / Rehabilitation &amp; Return to Work training program (WorkSafe-approved or equivalent)</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>▪ Experience within local government or a similarly complex organisation</li> </ul>
<b>Licences</b>	<ul style="list-style-type: none"> <li>▪ Current registration to work with vulnerable people (RWVP)</li> <li>▪ Drivers Licence</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated sound knowledge of legislation and regulatory frameworks in workers compensation, return-to-work processes, injury management, rehabilitation and workers compensation</li> <li>▪ Experience developing and delivering workplace health and wellbeing programs</li> <li>▪ Strong case management and organisational skills</li> <li>▪ Highly developed communication and stakeholder engagement skills</li> <li>▪ Ability to influence outcomes and manage complex or sensitive situations</li> <li>▪ Demonstrated experience managing workers compensation administration, wage calculations, reimbursements and insurer engagement</li> </ul>

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

## Our Values



### WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



### WE ARE TRUSTED

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



### TOGETHER WE ARE BETTER

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



### WE DELIVER

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

## Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

### WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own

We trust and are **TRUSTED** by each other

We know that by working **TOGETHER** we achieve better outcomes

We take personal responsibility, and together we **DELIVER** for our community

### ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	