



Position Title:	Senior Injury Management and Wellbeing Adviser	Position No:	CP37
Group:	Corporate Services	Section:	Wellbeing Health and Safety (WH&S)
Classification Level:	SOGC		
Reports to:	WHS Manager	Direct Reports:	Nil
Special Measures:	Not Applicable		
Location:	Darwin	Date Approved:	7 October 2026

POSITION OVERVIEW

As an integral part of the WH&S team, the role is responsible for workers compensation, injury management and central incident case management, including claims coordination, return-to-work processes and compliance with relevant legislation. The role coordinates relationships between employees, managers, Comcare, medical and rehabilitation providers to support effective recovery outcomes. The position provides specialist advice and support across the organisation in relation to psychosocial hazards, wellbeing risks and associated interventions.

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.
- Coach, advise and support people leaders to effectively manage wellbeing, injury management and workers compensation responsibilities.

STAKEHOLDER ENGAGEMENT

- Act as a key organisational contact for Comcare and maintain effective relationships with relevant government agencies and internal and external stakeholders
- Build capabilities through mentoring and coaching people leaders to increase their understanding of workers compensation injury management, return-to work, psychosocial risks and wellbeing responsibilities.
- Coordinate case management between the injured employee, NLC, Comcare and other medical practitioners and rehabilitation providers to support timely and sustainable recovery and return to work.

SERVICE OPERATIONS

- Develop, implement and evaluate wellbeing initiatives tailored to NLC operations and workforce needs, with oversight from the WHS Manager.
- Provide specialist advice and lead the coordination of psychosocial risk and wellbeing initiatives, including hazard identification, appropriate interventions, recovery support and monitoring of agreed actions, with oversight from the WHS Manager.
- Manage workers compensation claims and injury-management matters, exercising judgement in routine case management and return-to work decisions and escalating high risk, deputed or precedent-setting matters to the WHS manager.
- Lead and facilitate claims reviews with Comcare, injured worker and their supervisor.
- Identify barriers and risks to recovery and recommend appropriate injury-management and return-to-work strategies.



- Manage and coordinate early intervention, non-work-related injury process and return-to-work processes in accordance with NLC policies and procedures.
- Contribute specialist wellbeing, injury-management and psychosocial risk expertise to the implementation and continual improvement of the WH&S@W Management System
- Manage the central incident case-management process, including follow up, recovery coordination and escalation, while working in partnership with the WHS Operations Lead on operational response, investigations and WHS support across Ranger Stations and remote operations
- Provide specialist advice on the injury, recovery and psychosocial aspects of incident follow-up, and monitor agreed actions within the role's area of responsibility.
- Prepare workers compensation, injury management and wellbeing reporting for Senior Leadership Team and WHS Manager.
- Analyse workers compensation, injury-management and wellbeing information to identify trends and emerging risks and provide advice and recommendations to the WHS Manager and senior leaders to inform risks controls, programs and organisational responses.
- 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, or a relevant qualification in injury management, rehabilitation, workers compensation, health or a related discipline, together with substantial relevant experience in a complex working environment.
- Comprehensive knowledge of psychosocial hazards and risk management, including early identification, intervention, triage, post-incident recovery and return-to-work coordination.
- Sound knowledge of workers compensation, injury management and return-to-work principles.



- Highly developed cross-cultural, interpersonal and verbal communication skills, with the ability to effectively liaise, engage and coordinate with a broad range of internal and external stakeholders 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.
- Ability to undertake remote travel to remote communities across the NT

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.
- Substantial experience managing complex workers compensation and injury-management matters within a medium to large organisation, including return-to-work coordination and stakeholder management.