

## Westhaven Ltd

Our Vision – **Live how you choose**  
Our Core Values – **C.H.O.I.C.E**

<b>Position Title</b>	Return to Work Coordinator	<b>Reports to</b>	People and Culture Manager		
<b>Number of Direct Reports</b>	NIL	<b>Position Location</b>	Dubbo or Orange	<b>Version</b>	Oct 2024

### Purpose of the position

The Return to Work Coordinator works with injured employees, their managers and other key stakeholders to ensure a supported and timely return to work program. They are responsible for maximising rehabilitation outcomes for workers and minimising the impact on insurance premiums, while maintaining a positive safety culture.

### Decision making

- This role operates with some autonomy within the context of agreed priorities, self manages workloads to meet known deadlines, and makes decisions within the limits of delegated authority
- This role has no direct reports
- This role has no financial delegation

### Key Responsibilities

#### Organisational Environment:

- Proactively engage in initiatives to promote safe work, and minimise events of workers compensation
- Establish and maintain confidential return to work files, record keeping and present required reports on regular cadence

**Workers Compensation Management and Non Workers Compensation Return to Work:**

- Liaise with worksafe agents, health practitioners, rehabilitation providers, claimants, brokers, insurers and relevant stakeholders to achieve timely return to work of ill or injured workers
- Work collaboratively with service delivery and managers on all aspects of activities relating to Return to Work, rehabilitation initiatives, reasonable adjustments, injury prevention and safe return to work after a workplace injury has occurred
- Work with relevant departments on loss prevention and recovery systems to ensure appropriate protocols are in place
- Assist in the identification of suitable or pre-injury employment
- Monitor the injured employee's performance and compliance against the current RTWP to ensure appropriateness and make adjustments as necessary within the confines of the current medical restrictions
- Conduct worksite, home environment and ergonomic assessments to assess suitability of work area and-or work tasks offered to assist the recovery of work process
- Attend medical appointments with injured workers to assist with their return to work
- Manage non workers compensation return to work where required
- Team contribution to the People and Culture team

**Knowledge, Skills, Experience and Compliance**

**Knowledge**

- Knowledge and understanding of the Workers Compensation Act 1987 and best practice in a work environment
- Experience managing a portfolio of cases
- Experience preparing and managing return to work plans
- Experience providing accurate and timely advice to injured employees
- Strong knowledge of the injury management process and procedures, rights and responsibilities

**Skills**

- Excellent written and verbal communication skills
- Ability to build relationships with key stakeholders
- Ability to influence, coach and mentor line managers in injury management processes
- Negotiation skills to manage sensitive matters with unions, employees and other relevant parties
- Be outcome and target focused

**Experience**

- Return to work certification mandatory
- Experience in managing workers compensation claims and injury management; or similar field

**Compliance**

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

**Key Challenges**

- Managing workers compensation cases under the LPR system, and their impact on premium
- Managing employees expectations and return to work responsibilities

**[NDIS Workforce Capability Framework](#)**

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

**NDIS Workforce Capability Framework**

**Supervision and Frontline Management**

**Capability Group**

**Capability Name and Description**



**Manage, supervise and coach others**

**Model and reinforce values in organisational culture and practice**

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

**Promote quality through consistent good practice**

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

**Support health and manage risk**

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

**Foster and develop a capable workforce**

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.