



## WORKERS' COMPENSATION AND INJURY MANAGEMENT MANAGER

Position Number: 6209 - Level: 7  
ANZSCO: 251312

### JOB DESCRIPTION FORM

#### THE ROLE

- Implements and maintains corporate workers' compensation and injury management framework and practices in alignment with Health and Safety Services strategies and legislative obligations, as well as developing and managing audit and assurance processes and targeted corporate programs relating to workers' compensation, injury management, personal accident claims and medical retirement.
- Leads and manages the staff and daily operations of the Workers' Compensation and Injury Management team to deliver timely, targeted, appropriate and demonstrable services.

#### REPORTING RELATIONSHIPS

**ORG STRUCTURE:** CORPORATE SERVICES  
HUMAN RESOURCES  
WORKERS' COMPENSATION AND INJURY MANAGEMENT

#### THIS ROLE REPORTS TO:

Director Human Resources (P2390)

Level: 9

This position will work closely with the Manager Health and Safety and the Manager Wellness, on all aspects related to health and welfare particularly that focus on wellness and welfare management. This will mainly relate to professional, strategic and policy issues.

#### POSITIONS THAT REPORT TO THIS ROLE:

Injury Management Consultant x 3 (P6236, P6237, P6497)

Level: 6

Workers' Compensation & Injury Management Officer (P6310)

Level: 4

Workers' Compensation Claims Management Officer (P6328)

Level: 3



## ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Supported by an extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

## SPECIFIC RESPONSIBILITIES

*Employees are required to undertake all duties and responsibilities in accordance with DFES's Code of Conduct, Policies/Procedures and relevant legislation.*

- Implement corporate workers' compensation and injury management framework and practices in alignment with Health and Safety Services strategies and legislative obligations.
- Lead and manage the staff and daily operations of the Workers' Compensation and Injury Management team to deliver timely, targeted, appropriate and demonstrable services
- Provide high level support to - the Director Human Resources, and the Health and Safety, Wellness and Workforce Management teams in the delivery of corporate and team plans, programs and initiatives.
- Make appropriate judgments on a range of complex technical and management issues including the allocation of work and the delivery of specialist advice.
- Manage and develop a work team to maximise potential, maintain motivation and meet agreed targets.
- Develop and implement:
  - audit and assurance processes relevant to function;
  - programs relating to key target areas which support corporate objectives, health and safety strategy and legislation which includes non-work related injury management, personal accident claims, medical retirement; and
  - processes to reflect the interrelationship between different corporate programs to facilitate effective injury management and rehabilitation.
- Develop, maintain and provide regular performance reports and audit outcomes to the Director Human Resources and Corporate Leadership Team to meet reporting, governance and assurance requirements.
- Develop, document and implement key processes in consultation with and the Director Human Resources and other key stakeholders.
- Build and establish effective working and communication relationships with internal and external clients, volunteers and other key stakeholders. This includes partnering with Commands in meeting corporate health and safety objectives.
- Provide a high level advisory and support service to managers, safety committees and other stakeholders in relation to workers' compensation and injury management and other related programs.
- Engage, manage, audit and report on contract arrangement, management and procurement which support delivery of injury management services.
- Represent the Organisation for WorkCover Directorate proceedings and informal settlement negotiations.

- Oversee arrangements for maintaining the integrity of data collection, retrieval and analysis.
- Deliver and evaluate training programs as required.
- Keep up to date with changing acts, regulations, policies, work practices and technology.
- Undertake other duties as required.

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL

1. Minimum of Bachelor level qualification in a relevant Health and Safety / Rehabilitation / Health Science discipline.
2. Demonstrated leadership, management and supervisory experience in a large and complex organisation including the ability to work independently and develop collaborative teams.
3. High level written and verbal communication skills which demonstrate the ability to be easily understood by a diverse range of stakeholders.
4. A high level of interpersonal skills, including a proven ability to create and sustain relationships and work collaboratively with senior management, colleagues, industry partners and injured employees and volunteers.
5. Demonstrated experience in the management of complex injuries/claims and ability to apply analytical and critical reasoning skills.
6. Proven track record for staying cool, calm and professional while working in a high pressure, often stressful, environment.

## POSITION INFORMATION

**LOCATION:** Cockburn Central

**SPECIAL CONDITIONS:** DFES is an emergency services organisation and all employees may be required to work during and outside of normal business hours to assist with emergencies.

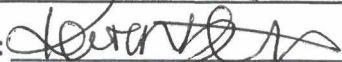
## CERTIFICATION

*The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of this position.*

Authorised and signed by:

### DIRECTOR HUMAN RESOURCES

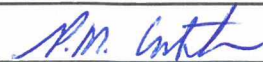
Name: K. Roberts

Signature: 

Date: 3-1-2018

### MANAGER RECRUITMENT & PAYROLL SERVICES

Name: Paul Critchison

Signature: 

Date: 02-01-2018



## JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: Kate Williams-Coomer

Signature: Boomer

Title: A/HR Consultant

Date: 3/1/18