



Workers' Compensation and Injury Management Advisor Employee Support Bureau

Position number	Generic
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 5
Reports to	Principal Consultant, Workers' Compensation (Level 7)
Direct reports	Nil

Context

The Department's Employee Relations Directorate comprises of two branches: Labour Relations and Employee Support Bureau. The Directorate is responsible for ensuring that industrial instruments and legislative frameworks are compiled with and that employees are supported in a range of discrete human resource matters. It provides strategic and operational advice to the Minister, Director General, school leaders and line managers on a range of employee relations matters including:

- industrial and employee relations
- workers' compensation
- injury management
- work health and safety
- employee assistance and medication programs

The Employee Support Bureau is involved with work health and safety, injury management and workers' compensation functions for the whole Department.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

The position is responsible for:

- Providing a holistic advisory service across the Department that includes details and structured advice to employees and management on injury management and workers' compensation matters.
- Assessing and proactively managing an allocated portfolio of workers' compensation claims in a responsive manner, supporting line management and the employee through the process, working towards a safe and sustainable return to work for injured employees and a reduction in costs.

Injury Management

- Assesses and manages an allocated portfolio of claims to promote early intervention and support ill/injured employees.
- Maintains compliance in accordance with the *Workers' Compensation and Injury Management Act 1981*, *Work Health and Safety Act 2020*, other relevant Acts and Regulations set out by WorkCover WA and WorkSafe WA, including the Department's policies and procedures.
- Attendance at meetings including claims reviews, key internal and external stakeholder meetings, medical case conferences, and other meetings as required.
- In conjunction with key stakeholders, develops and monitors return to work programs for work related illness/injury to facilitate best practice injury management towards the rehabilitation goal.
- Maintains comprehensive injury management case notes for an allocated portfolio of claims.
- Supports the delivery of the workers compensation and injury management functions for the department ensuring a professional and quality service is provided.
- Provides information on the Department's workers' compensation and injury management function to line managers and employees to facilitate access and awareness of these services, including roles and responsibilities.
- Contributes to the review of workers' compensation and injury management policies and procedures in accordance with best practice and all relevant statutory requirements.
- Ensures due diligence in the calculations and processing of workers' compensation payments, recoups and reconciliation of invoices.
- Travels across metropolitan and regional Western Australian to deliver injury management and workers' compensation services as required.

Risk management

- Contributes to the provision of reports and recommendations to line managers on control strategies to reduce costs.
- Remains abreast, and records trends on workers' compensation and injury management issues, imparting experience and knowledge across the branch to aid in the development and implementation of mitigation or prevention strategies.
- Contributes and prepares reports on injury management and workers' compensation matters as required.

Consultancy and Advice

- Provides advice, along with a high-level consultancy service to managers, on issues relating to workers' compensation and injury management.
- Liaises and consults with internal and external stakeholders (including the insurer, allied health professionals, WorkCover WA, WorkSafe) and promotes an integrated approach to work health and safety (WHS) and workers' compensation issues.
- Coordinates, develops and conducts promotion and awareness training and information sessions on workers' compensation and injury management.
- Consults with internal and external stakeholders and represents the Department on internal and external bodies as required.
- Attend informal conferences and WorkCover matters such as conciliation and arbitration matters.

Reporting, Research and Analysis

- Collates, analysis and monitors data relating to workers' compensation and injury management, reports trends and recommends interventions to reduce claims cost.
- Undertakes research and analysis and prepares reports and briefing papers to senior management on trends in relation to workers' compensation matters and other relevant issues as required.
- Coordinates and undertakes compliance activities or reviews.
- Assists with the development of proactive and effective strategies, related policies and procedures to manage potentially high-risk workforce issues within the Department.

Selection criteria

1. Considerable applied knowledge of the *Workers' Compensation and Injury Management Act 1981*, and any other relevant legislation and experience in interpreting and applying this knowledge.
2. Demonstrated skills and experience in the management of workers' compensation and injury management claims across a complex organisation.
3. Demonstrated well developed conceptual and analytical skills, with an ability to provide innovative thinking in problem solving, including the ability to negotiate and deal with complex and sensitive situations.
4. Demonstrated well developed organisational skills, including the ability to deliver outcomes on schedule.
5. Demonstrated knowledge of the Workers' Compensation and Injury Management Act and any other relevant legislation and experience in interpreting and applying this knowledge.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

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