

Position Description

POSITION TITLE: Injury Management Advisor

DEPARTMENT: WHS & QA

RESPONSIBLE TO: **WHS & QA Manager**

DIRECT REPORTS: N/A

EMPLOYMENT TYPE: Fixed term contract, full time

LOCATION: Various sites as required

KEY STAKEHOLDERS: All Bedford business units and locations

SCREENING REQUIRED:

National Police Check DCSI – Working with Children DCSI – Disability Medical

Bedford changes the lives of people with disability by building capacity, independence, and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

The Injury Management Advisor is responsible for developing and administering Bedford's injury management and Return to Work frameworks and processes to ensure best practice standards are achieved in line with relevant legislation. In addition, the incumbent in the role will coordinate and implement a range of projects and initiatives in line with the WHS and QA Strategic Plan, including optimisation of WHS and injury management systems. This position will contribute to the development of a culture that promotes the well-being of staff and employees through appropriate work health safety management and training and development activities to build internal awareness and capability.

KEY RESPONSIBILITIES

- Champion and comply with the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework.
- Co-ordinate administration of Injury Management matters and related activities.
- Maintain effective relationships with internal and external stakeholders.
- Work in partnership with internal stakeholders to achieve positive and effective injury management and WHS outcomes.

- Coach, advise, develop, and support internal stakeholders to build capability across WHS and injury management requirements.
- Travel between office locations/regions, medical clinics, and workers homes as and when required.
- Use data and metrics to provide regular and ad-hoc IM reports, and complete compliance and Government-related reporting as required.
- Communication of WHS, QA, IM topics as required
- Manage internal and external injury management enquiries, claims, respond to information requests and maintain information flows within the business regarding processes.
- Mentor and provide guidance to key stakeholders on IM, Claims and RTW matters
- Manage Return to Work scheduling and coordination.
- Management and processing of complex claims and liaison with Bedford's claims' provider.
- Support all stakeholders with Return to Work and Skytrust administration activities as required.
- Contribute to the development and delivery of WHS & injury management projects, policies, and programs.
- Act as the 'Champion' of the Skytrust System, ensuring the quality of information is maintained.
- Ensure all staff information is correct and up to date on Skytrust.
- Develop and deliver training material for the business as required
- Provide and action system improvements and undertake project initiatives as required or directed.
- Provide management with a detailed end of month and annual report
- Undertake other duties as required and per the direction of the WHS & QA Manager.

KEY CHALLENGES

- Maintain a comprehensive knowledge and understanding of relevant Acts, legislation, and Agreements, while remaining up to date and informed on government policy and legislated changes, in addition to NDIS framework.
- Establish and maintain close working relationships with key internal and external stakeholders and employees, to develop comprehensive knowledge and understanding of the needs of individuals which may impact future service offerings under the NDIS.

SKILLS/ATTRIBUTES

Personal Attributes

- The ability to work autonomously and self-manage
- Excellent problem-solving skills and attention to detail
- The ability to build rapport and establish strong working relationships
- Strong communication and interpersonal skills
- Solutions orientated
- Takes a proactive approach to add value for stakeholders
- Able to maintain Return to Work information uniformly with excellent attention to detail
- Passion for delivering work to a high standard

Essential Skills and Qualities

- Experience in Return to Work administration, reporting and document management
- Strong understanding WHS Legislation and experience in managing Return to Work claims and processes
- Experienced in defensible documentation writing and the ability to analyse and use data to convey trends, insights, and recommendations
- Well-developed Return to Work Plan writing skills
- Passion for delivering work to a high standard
- Strong organisational and time management skills including the ability to manage competing and/or changing priorities and deliver to deadlines.
- Proven team-oriented approach to work, with demonstrated ability to work collaboratively and co-ordinate information flows within the team and with other business areas.
- Well-developed communication and interpersonal skills and the ability to interact positively with a wide variety of stakeholders.
- Advance level of competency in using the Microsoft Office Suite (Products Word, Excel, Outlook, PowerPoint, Visio, etc)
- Experience using databased and online systems (i.e. Skytrust).
- A current driver's licence.
- Must possess a current National Police Clearance Certificate.

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Standards for Disability Services* (the Disability Services Standards).

All workers have a duty to take reasonable care for their own and other persons in the workplace health, safety & wellbeing and comply with reasonable safety instructions such as.

- Identify and report hazards, near misses and incidents including injuries
- Follow reasonable instructions in both normal and emergency situations related to health and safety
- Act responsibly for the safety of self and others
- Participate in health and safety improvement activities, reviews, audits, and consultation
- Wear/use designated personal protective equipment and clothing in accordance with information, instruction, or training
- Ensure equipment including the Bedford pool vehicles are fit for use before use and report as appropriate any defects
- Co-operate with any reasonable policy or procedure relating to health or safety that has been communicated to the workplace
- Engage in 2-way safety coaching conversations and speak up and raise safety concerns
- Make decisions and act on any matter of health and safety to ensure yours and other's safety

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Injury Management Advisor.

[NAME]

Signed _____

Date _____