

Position Description

Title	<i>Injury Management Advisor</i>	Position Reports to	<i>Director, People and Culture</i>
Classification	<i>HS32</i>	Employment Status	<i>PT ongoing 3 days per week</i>
Enterprise Agreement	<i>Health and Allied Services, Managers and Administrative workers enterprise Agreement 2021 - 2025</i>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 60 different specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission and Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The Injury Management and Workers Compensation Coordinator is part of a small P&C Team that is accountable for the administration of the end-to-end employment lifecycle of non-medical staff.

The role works collaboratively within the People and Culture and OHS team and coordinates injury management for work related and where appropriate non work related injuries , early intervention, return to work and workers compensation activities, and provide advice and support to managers.

The incumbent will:

- Display strong communication skills with sound judgement.
- Perform all aspects of E&E claims management processes associated with Workers Compensation and Injury Management and Return to Work for employees, including lodging and management of claims, claims reviews and associated return to work management for an employee.
- Ensure that the Eye and Ear Hospital meets all legislative and internal obligations relating to Workers Compensation reporting and Injury management claims administration.
- Establish systems and process in line with best practice.
- Assist in general OHS and wellbeing initiatives duties including identifying prevention activities and developing resources.

Key Responsibilities / Performance Outcomes:

Leadership and Management

This role is expected to provide injury and claims advice to injured employees and their managers. Coaching and mentoring line managers in this area of practice is a key focus of this role.

Injury and Claims Management

Management of all aspects of workers compensation claims which are employer responsibilities under workers compensation legislation and provision of advice to managers for work and non-work related injuries to Eye and Ear employees, including but not limited to:

- Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
- Notification of Workers Compensation claims to Eye and Ear Hospital nominated Insurance Providers (DXC) as per regulatory and internal policy requirements
- Maintenance of Workers Compensation, and Rehabilitation files as per legislative and Eye and Ear procedural requirements.
- Consult with the Health and Safety Manager on issues involved with management of Workers Compensation claims

- Liaise with Workers Compensation Insurer representatives on general matters related to Workers Compensation claims to ensure timely cost effective and strategic claims management.
- Calculate and submit Wages Reimbursement and Monthly Reconciliations related to Workers Compensation claims (as requested) in consultation with Payroll and Finance staff members.
- Participate in the development of monthly statistical reporting related to Workers Compensation, Premium management and Injury Management.
- Assist with Research, Documentation and Review of Workers Compensation and Injury Management Programs.
- Assist with Research, Documentation and Reviews of WHS Program elements e.g. Policies, Procedures, Risk Assessments and Reporting Forms as required.
- Participate in Workers Compensation, Internal Accident / Injury Investigations and Claims Investigations as required.
- Coordinate and hold regular meetings with key stakeholders including Workers Compensation Claims Review, WHS Committees and nominated internal group meetings.

Rehabilitation and Return to Work

Maintain regular contact with and monitor potential issues with injured or ill employees

Provide advice to management regarding their obligation to provide suitable employment for rehabilitation wherever possible

Where suitable duties have been identified for an injured person with restrictions (defined by treating practitioner) conduct an initial assessment and construct a return-to-work plan with achievable rehabilitation goals.

Regular monitor injured employees progress against the rehabilitation goals.

Identify where it is appropriate to involve and manage Occupational Rehabilitation Providers.

Where not possible for an injured person to remain or return to their original department, provide advice regarding suitable alternatives (such as redeployment elsewhere in the hospital).

Provide the above services in a timely and effective manner.

Other Responsibilities

1. Identify risks to ensure legislative compliance requirements are met in accordance with employment agreements and relevant workplace relations legislation.
2. Make effective use of E&E systems including Riskman, Success factors and BI
3. Ensure health, safety and well-being in the workplace always, be familiar with the emergency codes and procedures, and participate in annual emergency management training.

4. Take reasonable care for own safety and that of anyone else who could be affected by their actions; fully co-operate with Eye and Ear Hospital in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
5. Participate in the Eye and Ear Hospital Performance Management system including the annual performance review and development plan.

Quality, Patient Safety and Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework.

Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Leaders are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Lead and report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience and Competencies

	Essential	Desirable
Qualifications	Qualifications in an Insurance Claims Management or WHS related discipline.	WorkSafe VIC Rehabilitation Coordinator Accreditation (or equivalent)
Experience	Demonstrated understanding of the Workers Compensation Act 1987 and Workplace Injury Management Act and workers compensation Act 1998, ability to interpret and apply the Act's.	Experience working in a complex organisation preferably a health care setting
	Relevant demonstrated experience in WorkCover claims management and Return to work	Experience in human resources information system (preferably SuccessFactors and SAP).
		Experience in Non-Work related injury management.
Competencies	Demonstrated ability to maintain high level of confidentiality and to always act with probity	Ability to interpret /Enterprise Agreements.
	Demonstrated understanding of Injury Management Service Delivery	
	Demonstrated understanding of Return-to-Work programmes and principles	
	Strong ability to liaise and negotiate with management, staff and external service providers to achieve positive outcomes.	

Reporting Lines

Position Reports to – Director, People and Culture

Key Working Relationships

(Internal) Executive Directors, Managers, all staff, Medical Workforce Unit, Finance

External Melbourne Health Payroll, Service providers, workers compensation insurers (DXC), medical practitioners, rehabilitation providers.

All staff are required to have a satisfactory National Criminal Record Check and be fully vaccinated for COVID19 and influenza. Direct patient care/clinical employees are required to have a valid Working with Children Check.

Author of Position Description:

Name: Heather Dawson

Date: July 2024

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____