

ROLE DESCRIPTION

Injury Management Team Leader

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corporate Services/People /Injury Management	
Location	Sydney	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBA	
ANZSCO Code	251312	
PCAT Code	1224592	
Date of Approval	1 June 2021	Ref: HR 074
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

Provide direction, support and day-to-day management for a team of injury officers to facilitate injury and workers compensation claims in line with DCJ policies, procedures and guidelines.

Key accountabilities

- Provide employees with timely and accurate guidance and strategies on injury management, complex cases and workers compensation claims.
- Lead and manage the team to ensure effective and timely delivery of return to work services including liaising with business divisions and supporting early intervention initiatives.
- Monitor and manage workloads to ensure effective allocation of work across the team based on number and complexity of caseloads
- Foster and maintain positive working relationship with key stakeholders to support delivery injury management and recovery at work.
- Provide ongoing guidance, support, coaching and training to build staff capability and ensure the team is responsive to changing demands

- Establish and maintain sound relationships with a range of internal and external stakeholders to achieve effective outcomes in relation to the WHS and injury management needs of the Division.
- Analyse team performance against prescribed Key Performance Indicators (KPIs) and conduct performance management/development activities to ensure high quality work is delivered and issues are resolved in a timely and equitable manner

Key challenges

- Managing and allocating a high volume of incoming claims across teams and supporting individual strategies on high risk / sensitive/ claims
- Maintaining strong relationships with BP partner teams and fostering mutually beneficial outcomes.

Key relationships

Who	Why
Internal	
Manager IM Operations	<ul style="list-style-type: none"> • Direct manager • Receive guidance and support • Provide expert advice relating to WHS strategies and programs
Triage/ Legal and Specialist Injury managers	<ul style="list-style-type: none"> • working daily to ensure accurate screening and allocation of claims • Provide support on complex injury management matters
HR BP Teams	<ul style="list-style-type: none"> • Provide expert advice on WC performance and areas for improvement • provide information and support in managing complex claims
Workers Compensation Performance Team	<ul style="list-style-type: none"> • ensure adherence to initiatives/ strategies in line with the WC Performance team and targets.
External	
External providers	<ul style="list-style-type: none"> • Maintain strong relationships to assist achievement of effective outcomes
Insurance Claims Manager/ ICARE	<ul style="list-style-type: none"> • Work with the Claims Manager and ICARE to ensure effective claims management

Role dimensions

Decision making

The role carries a high level of autonomy in setting own priorities in alignment with management

Maintain a degree of independence to develop a suitable approach in managing own workload, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.

Determine own actions undertaken, within government and legislative policies, and ensures quality control in the implementation of own workload.

The role ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.

Consult with management on a suitable course of action in matters that are sensitive, high-risk or business-critical and those issues with far reaching implications in respect to resources /quality advice provision.

Refer to the financial and/ or administrative delegations for this role.

Reporting line

The role reports to the Senior IM Advisor – Operations

Direct reports

The role has a team of 4-7 direct reports

Budget/Expenditure

Nil

Key knowledge and experience

- Sound knowledge and understanding and experience of workers compensation and injury management legislation and application of same.
- Managing or leading a team of professionals in allied health or similar.

Essential requirements

Qualifications or equivalent knowledge, skills and experience working injury management, rehabilitation or workers compensation insurance

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role




The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities



Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
<div> Personal Attributes</div>	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
<div> Relationships</div>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers• Identify and respond quickly to customer needs• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Cooperate across work areas to improve outcomes for customers	Intermediate
<div> Relationships</div>	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Encourage a culture that recognises the value of collaboration• Build cooperation and overcome barriers to information sharing and communication across teams and units• Share lessons learned across teams and units	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve 	Adept






FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	Intermediate
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Clarify the work required, and the expected behaviours and outputs Clearly communicate team members' roles and responsibilities Contribute to developing team capability and recognise potential in people Recognise good performance, and give support and regular constructive feedback linked to development needs Identify appropriate learning opportunities for team members Create opportunities for all team members to contribute Act as a role model for inclusive behaviours and practices Recognise performance issues that need to be addressed and seek appropriate advice 	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate

Complementary Occupation Specific Capabilities



Capability name	Description	Level
Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	Level 1