

ROLE DESCRIPTION

Injury Management Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corporate Services / People / Workers Compensation, Safety and Wellbeing	
Location	Sydney and NSW Regional Centres	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBA	
ANZSCO Code	251312	
PCAT Code	1224592	
Date of Approval	26 May 2021	Ref: HR 071
Agency Website	www.dcj.nsw.gov.au	

This role description applies to multiple roles across DCJ. 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. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

Primary purpose of the role

Develop and provide effective and targeted injury and claims management and return to work programs to support injured workers to recover at work.

Key accountabilities

- Provide injury management services, including return-to-work programs, to achieve positive outcomes for the employee and ensure cost effective management of compensable claims.
- Deliver case management for workers compensation claims and develop and implement return to work plans and injury prevention strategies to ensure delivery of effective services.
- Provide advice and facilitation of referrals for independent medical assessments with workers compensation and WHS implications.
- Provide support, education and advice to managers and staff in different business streams across DCJ to ensure consistent application of relevant legislation, policies, procedures and guidelines.
- Consult, negotiate and liaise with a range of internal and external stakeholders to achieve effective outcomes in relation to injury management and return to work of employees for the Business

- Maintain the accuracy, confidentiality and privacy of case files and relevant records to ensure compliance with legislation, policies and procedures.

Key challenges

- Influencing managers to implement innovative recover at work programs that are balanced between the needs of the injury worker and those of the business.
- Liaising with injured workers on complex workers compensation claims to support them through the claims process in a best practice manner.

Key relationships

Who	Why
Internal	
Senior Advisor /Advisor /Team Leader	<ul style="list-style-type: none"> • Direct manager • Receive guidance and support
Other staff	<ul style="list-style-type: none"> • Receive general guidance and advice including best practice injury management strategies
Division managers and staff	<ul style="list-style-type: none"> • Provide information and support on workers compensation related issues
External	
Safe Work NSW & Insurance and Care NSW (icare)	<ul style="list-style-type: none"> • Act as a contact point for liaison on claims matters allocated to you with SafeWork NSW & icare.
Insurance Claims Manager	<ul style="list-style-type: none"> • Work with the Claims Manager to ensure effective claims management

Role dimensions

Decision making

The role works with minimal some supervision and sets own priorities within an approved work program and in consultation with the Senior Advisor/Advisor.

Work with some independence seeking guidance from management to develop a suitable approach in managing workload and provision of advice and input team planning and projects.

The role determines own actions undertaken, within government and legislative policies, and ensuring quality control in the implementation of own workload.

The role ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

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

Reporting line

The role reports to Senior Advisor /Advisor /Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Demonstrated knowledge and understanding of current workers compensation legislation and policy.

Essential requirements

- Tertiary qualifications in a therapeutic or nursing area, or equivalent extensive injury management experience.
- Valid Driver's Licence and/or ability and willingness to travel across a geographical area to provide face to face support to injured workers as appropriate.

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

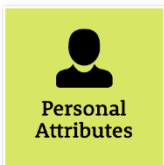
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply	Intermediate





		<ul style="list-style-type: none"> with legislation, policies, guidelines and codes of conduct Recognise and report misconduct and illegal and inappropriate behaviour Report and manage apparent conflicts of interest and encourage others to do so 	
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<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
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<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 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 	Adept
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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
 <p>Business Enablers</p>	<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> Understand project goals, steps to be undertaken and expected outcomes Plan and deliver tasks in line with agreed project milestones and timeframes 	Foundational

- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	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	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational