# Department of Energy, Environment and Climate Action

Position Description





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**Position details**

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| **Position title:** |  Injury Management Advisor |
| **Position number:** |  50812809 |
| **Classification:** |  VPSG4 |
| **Salary range:** |  $97,955 – $111,142 plus superannuation  |
| **Employment type:** |  Ongoing - flexible |
| **Group:** |  Corporate Services |
| **Division & Branch:** |  People & Culture, Workplace Services |
| **Work location:** |  Flexible within Victoria  Hybrid work arrangement available: [x] Yes [ ]  No  |
| **Reports to:** |  Alison Mead, Injury Management Team Leader  |
| **Direct reports:** |  No |
| **Further information:** |  Alison Mead, Injury Management Team Leader – 0457 567 250 |

Position purpose

The Injury Management Advisor is responsible for providing guidance and support to the department in the management of work and non-work-related injuries and illness. This position has a key role in assisting managers and employees with claims management and return to work, as well as engaging in early intervention and contributing to and supporting continuous improvement in injury prevention and management.

The Injury Management Advisor will have excellent verbal and written communication skills and will work collaboratively with a range of stakeholders, including People and Culture Business Partners, Managers, and other areas of the business in relation to workers compensation, early intervention, return to work, and injury management.

Context

*The Group*
Corporate Services enables good governance and delivers efficient and effective services that meet customer needs. Together we deliver better, by working across our group and with our colleagues in other groups to deliver services across people and culture, finance and planning, information services, digital and customer communications (including the customer contact centre) and legal services.

*The Division*
People and Culture works in partnership with groups to build a positive culture, ensure we have the right people with the right skills, develop accountable, collaborative and inclusive leaders, design an agile and adaptable organisation and build a productive and flexible workforce. Across the Operations, Organisational Development, Systems and Workplace Services teams, People and Culture is delivering service excellence underpinned by a culture of collaboration and continuous improvement.

*The Branch*
Workplace Services is a key centre of expertise that provides strategies, frameworks and tools for wellbeing, safety and industrial relations that support the department in delivering on its corporate objectives through its people and promotes a safe working environment for all.  As the centre of expertise for wellbeing, safety, industrial relations, integrity, business partnering and end-to-end case management, the success of the team is dependent on its ability to collect and analyse information to deeply understand trends and challenges and maintains a contemporary problem solving and best practice approach.

The branch partners with groups and delivery areas to understand key risks, gaps and priorities and uses this understanding to develop proactive and innovative solutions that meet the needs of DEECA employees and business areas and align to legislative requirements and strategic priorities set by the Secretary and Executive Board.

Accountabilities

* Coordinate the management of all allocated WorkCover claims and provide professional, strategic and specialist advice to employees and management in relation to all aspects of WorkCover and non-work-related injuries and illness, with a focus on rehabilitation and early return to work.
* Contribute to and actively participate in building leadership capability, promoting early intervention and prevention strategies to influence better outcomes.
* Work collaboratively with a multidisciplinary team of injury management advisors, health safety and wellbeing, workplace relations and human resources professionals.
* Maintain a high level of service excellence through developing effective relationships with managers, injured employees and other relevant internal and external stakeholders, including treating practitioners, and occupational rehabilitation providers.
* Provide and/or contribute to reporting including claims, case management reporting and other departmental reporting as required.
* To practice cultural safety by creating environments, relationships and systems free from racism and discrimination so that people can feel safe, valued and able to participate.

Key Selection Criteria

The key selection criteria specified below outline the capabilities required for the position.

**Specialist/Technical Expertise/Qualifications**

* Demonstrated technical knowledge and experience in Injury Management including the management of WorkCover claims, non-work related injuries and illness including return to work planning.
* Demonstrated experience using an injury claims management system (SOLV experience highly regarded).
* WorkSafe Victoria *Return to Work Coordinator* course accreditation is mandatory.
* A minimum of five years’ experience in Injury Management is desirable.
* Experience and knowledge of the legislative obligations of the employer and employees under the *Workplace Injury Rehabilitation and Compensation Act 2013* (WIRC Act).

**Capabilities**

* **Interpersonal skills:** Sees things from another’s point of view & confirms understanding; Understand motivations, needs and wants of stakeholders and their impact on service delivery; Tailor communications according to audience and/or audience preference.
* **Stakeholder Management:** Takes steps to add value for the client or stakeholder; Links people with other areas as appropriate; Monitors client and stakeholder satisfaction; Constructively deals with stakeholder issues.
* **Critical thinking and problem solving:** Resolves issues through deep understanding or interpretation of existing guidelines. Where guidelines are not available, analyses ideas available and takes action through self, or in consultation with others to resolve problems. If required, determine additional information needed to make informed decisions. Applies critical thinking and problem-solving concepts in the right context.
* **Working collaboratively:** Build a supportive and cooperative team environment; Engages other teams to share information in order to understand or respond to issues; Support others in challenging situations.

Position specific requirements

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| Financial Delegation Value | $Nil |
| The occupational health and safety requirements of this position may include, but are not limited to: | * Sedentary desk work
* Manual handling
* Driving
* Exposure to potentially traumatic information
* High job demands at times, which may require fast turn around responsiveness to requests and managing competing demands
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| DEECA will conduct relevant checks about applicants and the information provided within an application. Checks will include but are not limited to:  | A Declaration and Consent form consenting to DEECA contacting current and previous employer(s) to substantiate employment history, past conduct and performance is required. A satisfactory National Police Check will be required (for all non-DEECA employees). |
|  Employment terms and conditions | Are governed by the *Victorian Public Service Enterprise Agreement 2024* and the *Public Administration Act* *2004.*Recipients of Victorian Public Service (VPS) voluntary departure packages should note that re-employment restrictions apply Non-VPS applicants will be subject to a probation period of six months |
| Privacy  | The department affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014. |

About the Department

We employ approximately 6,300 staff, including around 600 seasonal staff, across more than 86 locations throughout Victoria, across energy, environment, climate action, water, agriculture, and resources portfolios.

Our challenge is to maintain Victoria’s liveability, with a population expected to almost double by 2050, while responding to climate change and protecting our natural environment, infrastructure and heritage for future generations. We take a community-centred approach and involve communities and key stakeholders in decisions and policies that affect them and we collaborate across our portfolios to design and deliver services and programs.

For further information about the department, please visit our website [www.deeca.vic.gov.au](http://www.deeca.vic.gov.au)

Our values

Our values align with the core [Public Sector values](https://careers.vic.gov.au/victorian-public-sector/public-sector-values-integrity) – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. Additionally, we use our Leadership Model to shape the way we work. Using the principles of ‘Work Together’, ‘Do What Matters’ and ‘Make a Difference’ we create a culture that puts our people at the centre of everything we do. The Leadership Model reminds us of what’s important in our daily interactions with each other, and in the actions and decisions we take to deliver our work.

Our Community Charter

We are committed to the Victorian Government Public Engagement Framework that enables meaningful and inclusive engagement to make better decisions and improve the lives of Victorians. Our Community Charter is our promise to be available, be involved and listen, and take action as we deliver services and create opportunities that supports thriving, productive, and sustainable communities, environments and industries.

Emergency Response and Health and Safety Requirements

The departmentplays a major role in Victoria’s emergency response activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training and “fit for work” assessment.

A Diverse, Inclusive and Flexible Workplace

DEECA welcomes applicants from a diverse range of backgrounds and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants. Our diversity and inclusion outcome pillars:

1. We are connected to liveable, inclusive, sustainable communities
2. We are diverse
3. We are inclusive and flexible
4. We are safe and respectful

DEECA can provide reasonable adjustments for people with a disability. If you need assistance to fully participate in the application or interview process, please use the contact listed under ‘Position Details’.

**Aboriginal Cultural Safety**

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. Under the Aboriginal Cultural Safety Framework DEECA is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist. For further information, please contact self.determination@deeca.vic.gov.au.

**Balancing your Life / Hybrid Working**

We understand that a balanced life is important to our employees and we offer a wide range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, working part time, job share or accessing paid or unpaid leave in line with our flexible working policy.

To receive this information in an accessible format (such as large print or audio) please call the Customer Service Centre: 136 186, TTY: 133 677, or email customer.service@deeca.vic.gov.au