

Injury & Wellbeing Manager

Position Description

Reporting to:	Head of Safety & Wellbeing	Work location:	Flexible
Department:	People, Culture and Risk	Budget holder:	No
Team:	Workplace Safety & Wellbeing	Direct reports:	Nil

Role Purpose

The Injury & Wellbeing Manager supports a strong health and safety culture through proactive and timely engagement of reported injuries and illnesses, with the primary goal of safely and sustainably returning people to work. The Injury & Wellbeing Manager contributes to the development, implementation, monitoring and review of appropriate and innovative strategies, programs, management systems, projects and initiatives to prevent injury and illness and promote workplace safety.

Key Areas of Accountability

Injury/Illness and Return to Work (RTW) Management

- Support managers and injured workers through injury and illness management, suitable duties and return to work, and workers compensation claims in line with legislative requirements.
- Promote early reporting of workplace injuries/illnesses and be the primary point of contact for verbal reporting.
- Provide effective case management of workers compensation claims, through consultation and coordination with injured workers, managers, host employers, medical practitioners and rehabilitation providers, for claim resolution in a timely and structured way.
- Proactively identify and manage high-risk injuries and claims, and escalate to engage appropriate expert advice and support as needed.
- Manage workers compensation insurance policies, renewals, and relationships across states & territories.
- Coordinate workers' compensation reimbursements and payments and monitor expenditure and accounts to ensure prompt payment. Work with Finance to streamline payment processes where possible and ensure expenses incurred are appropriately costed.
- Monitor, record and provide analysis of claims, costs, return to work outcomes, industry benchmarking and trends to the business.
- Develop and implement appropriate systems of work for effective and timely injury/illness management and fitness-for-work. Monitor, review and update procedures and processes as needed for continuous improvement.
- Provide support and advice during investigation of workplace incidents including recommending suitable controls to prevent future incidents.

Health Management and Wellbeing

- Manage the Employee Assistance Program and related offerings, including renewals and providing the business with regular analysis of usage and trends.
- Promote and educate business units on the benefits of safe work & wellbeing, early intervention, injury & illness management and return to work processes.
- Provide advice to business units to proactively identify well-being strategies & opportunities for their teams.
- Analyse known and potential psychosocial hazards, identified through injury & illness reports, sector analysis and trends, to provide proactive advice and support to managers and Human Resource Business Partners and mitigate against future risk.
- Create and disseminate useful information for workers with respect to their wellbeing

- Oversee advice to travellers and their managers regarding pre-deployment Safety training, medical fitness checks and the resources available to monitor and manage health & safety risks while travelling.
- Provide advice on implementation and management of vaccination / immunisation procedures
- Support the organisation with relevant infectious disease information and advice as required.

Professional Development and Relationship Management

- Ensure collaborative relationships with operational management and human resources personnel to manage cases of workers compensation and fitness-for-duty matters
- Work collaboratively within the Workplace Safety & Wellbeing Team on proactive staff health and wellbeing activities
- Partner with Finance to assist the adequate declaration of Worker's Compensation premium requirements and actively work towards reducing premium
- Ensure managers and supervisors are informed of Save the Children processes regarding injury/illness and return to work management
- Proactively seek professional development in maintaining knowledge of all aspects of injury, illness and claims management

Health, Safety, Security and Risk Management

- Be a role model for safety and security, including complying with all safety instructions and training given at the workplace
- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace
- Participate in, and contribute to, health and safety awareness and improvements
- Report all incidents, injuries and potential hazards in a timely manner
- Be aware of, and consider, the risks associated with your team's everyday work and ensure appropriate mitigation measures are applied

Child Protection and Safeguarding Requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain safe and positive relationships when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in accordance with internal reporting processes

Person Specification

Essential knowledge or experience

- 5+ years of demonstrated experience managing complex workers compensation claims across multiple states, territories or countries.
- Demonstrated experience in the development, delivery, and evaluation of best practice procedures, programs and activities that support wellbeing, physical & psychosocial injury management, rehabilitation and return to work objectives.
- Demonstrated knowledge of workers compensation legislation across Australian states & territories, including variations relating to claim reporting and responsibilities.
- Experience interpreting industry reports, relating to workers compensation and Employee Assistance Programs, and in developing and delivering reports to educate key stakeholders on performance and future recommendations.
- Experience managing workers compensation policies and Employee Assistance Programs.
- Prior experience working in a dynamic, agile environment

- Strong time management and organisational skills and the ability to self-manage
- Ability to liaise and build collaborative relationships with a diverse range of stakeholders to drive outcomes and escalations where appropriate
- Conflict management and issue resolution skills

Desirable knowledge or experience

- Mental Health First Aid Certificate
- Well-developed verbal and written communication skills
- High levels of attention to detail and quality
- Demonstrated ability to provide advice and support in face-to-face and remote settings
- Experience in managing return-to-work involving international employees and volunteers
- Experience in managing workers compensation claims involving international employees
- Experience in the humanitarian / social welfare sector

Required qualifications and/or accreditations

- Qualification in Injury Management and Return to Work
- Qualification in General Insurance Management – Workers Compensation (Desirable)
- Allied Health qualification, in Occupational Therapy, Psychology, Physiotherapy or Rehabilitation Counselling (Desirable)
- Certificate IV in Workplace Training & Assessment (Desirable)

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign onto Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence:	Not required	Travel:	Required
Working with Children Check:	Not required	Assets:	Nil
Classification Level:	Individual agreement		