

# Role Description

## Injury Management Case Specialist



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group
Position Description no	10262-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	124549
Date of Approval	May 2017
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### Primary purpose of the role

This position is responsible for providing specialised WHS operational services with a specific focus on injury management to the Region to ensure cases are managed efficiently.

## Key accountabilities

1. Provide guidance and support to line managers and Business Partners in effective management of care claims and non-work related injuries in line with the managing care claims procedure and facilitate manager's knowledge of the implementation and communication of Return to Work plans.
2. Implement initiatives and programs which encompass physical and psychological elements as part of the TAFE NSW WHS management system.
3. Implement and manage the Workers Compensation portfolio for the Regional campuses in each assigned region in compliance with regulatory, legislative and TAFE NSW policy requirements.
4. Develop and implement of Early Intervention and Return to Work plans to ensure optimum care for the health and well-being of employees.
5. Review workers' compensation claims with the insurer on a regular basis to ensure efficient claims management with particular focus on complex and long duration claims and escalate long term cases in excess of 6 months with the Workers Compensation and Injury Management Specialist.
6. Analyse injury management data and statistics to make informed recommendations to the Injury Management and Workers Compensation Manager on improvements in injury management processes and procedures.
7. Interface with stakeholders and provide advice on the effective resolution of workers' compensation issues.
8. Escalate complex cases to the Injury Management and Workers Compensation Manager on improvements in injury management processes and procedures which may not be readily resolved at operational level to accelerate effective resolution.
9. Promote a positive safety culture by contributing to health and safety consultation and communication, and through active promotion of the reporting of hazards, incidents and near misses.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful individual performance development and review plans.

## Key challenges

- Gaining understanding and acceptance from stakeholders of the processes and procedures that govern workers' compensation policy and legislation.
- Managing the competing and conflicting agendas of different stakeholders in determining outcomes to complex cases.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, support and direction in managing the Workers Compensation portfolio and the rehabilitation of injured workers.</li></ul>
Regional Work Health and Safety Team	<ul style="list-style-type: none"><li>• Provide and receive advice on policy and procedural issues.</li></ul>
Regional Stakeholders	<ul style="list-style-type: none"><li>• Maintain regular communication with all Workers Compensation Claims stakeholders to ensure efficient case management.</li></ul>

## External

Who	Why
TMF Insurer "Alliance"	<ul style="list-style-type: none"><li>• Building a strong relationship with insurer for guidance and advise in relation to early Intervention and effective claims management.</li></ul>

## Role dimensions

### Decision making

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Injury Management and Workers Compensation Manager

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience, Advanced Return to Work Coordinator course and unrestricted current NSW Driver's Licence.
3. RTW certificate – In line with SafeWork NSW.
4. Knowledge of Safe Work NSW legislation.
5. Class C driver's license with the capacity to travel for TAFE NSW business purposes as required.

## 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

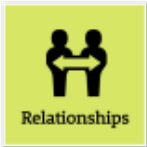
## Focus capabilities

*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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept



### Work Collaboratively

Collaborate with others and value their contribution

- 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

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### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

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### Project Management

Understand and apply effective planning, coordination and control methods











- 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




## 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 are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	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

## Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	Level 2
	Workforce insights	Establish and maintain workforce management systems, data and analysis to support evidence-based decision making	Level 2
	Employee services	Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	Level 2