Role Description
Coordinator Return to Work

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Planning and Preparedness
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	251312
Role Number	52015647
PCAT Code	3224592
Date of Approval	5 June 2018
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.
Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

To develop and maintain the effective provision of volunteer and staff workers compensation claims, claims management, return to work programs, volunteer personal property claims, and associated reporting for the NSW SES.

Key accountabilities

- Develop, implement and maintain policy and procedures for Workers' Compensation and Injury Management in compliance with Workers' Compensation and Injury Management legislation Develop and facilitate injury prevention and management strategies in a high risk environment, in compliance with the Workers' Compensation and Injury Management legislation, using the approved NSW SES injury management system

- Manage and coordinate the return to work of staff and volunteers to ensure the timely and seamless transition back into the workforce, including providing support and guidance immediately following injury or incident, and during recovery and return to work program

- Liaise with and provide advice to managers/supervisors concerning staff return to work programs, including providing updates and information to ensure managers are well informed of processes, policies and legislation

- Provide a range of administrative and logistical services, including preparation of correspondence, coordination of meetings and eventsManage and maintain records and databases, administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

- Develop and maintain all incident, injury, volunteer personal property claims and workers compensation claims reporting for the Service

- Liaise with internal and external stakeholders to provide updates and information on program improvements and benefits to assist management in making informed decisions concerning the safety and wellbeing of staff

Key challenges

- Effectively managing return to work programs involving members ina geographically dispersed organisation and to deliver quality outcomes against NSW SES objectives

- Maintaining up-to-date knowledge of the relevant legislation, policies and procedures and identifying, developing and delivering modern harm minimisation strategies for effective safety management in an emergency services environment

- Undertaking multiple tasks in an effective manner to ensure NSW SES is compliant with the legislative requirements and all processes are carried out promptly

Key relationships

Who	Why
Internal	
Manager	- Manage and escalate issues as required - Provide updates, advice, information and recommendations on WHS matters, programs, projects and priorities - For reporting, guidance and discussing complex WHS/Return to work matters
Work Team	- Maintaining effective relationships for enhanced collaboration and communication to facilitate a consolidated approach - Liaise, negotiate and discuss preventative, health, safety and return to work strategies to ensure compliance with the WHS legislation, member well-being and timely return to work post injury / illness
Staff and volunteers	- Maintain effective communication with staff and volunteers in the event of return to work programs, injuries and recovery to ensure they are managed effectively - Close collaboration with members to promote health, safety and wellbeing programs and initiatives

External	
Icare NSW / SiCorp / Insurers	• Liaise effectively to ensure timely and efficient management of claims
Medical professionals / Rehabilitation providers	• To support injured workers' health treatment/prognoses and prospects for effective return to work
Other relevant government agencies, committees and / or industry specialists	• Build and maintain cooperative relationships to ensure seamless service delivery • Share information and maintain effective networks

Role dimensions

Decision making
- Exercises independence and autonomy in day-to-day matters, including engaging with staff and volunteer members, in determining how to achieve agreed objectives and deploy resources.
- Produces reports, evaluations and recommendations as required, correspondence and briefs; determines the content of advice and information.
- Refers the following matters to the role supervisor: decisions that will significantly impact on agreed objectives; major capability issues, risks or conflicts; issues requiring a higher delegated authority (ie travel/expenditure approval)

Reporting line

This role reports directly to the Manager Safety, Health and Wellbeing

Direct reports

This role has 1 direct report:

Return to Work Support Officer

Budget/Expenditure

Nil

Essential requirements

- Return to Work Coordinator Certificate
- Knowledge and understanding of the Workers Compensation and Injury Management legislation for staff and volunteers
- Demonstrated experience in the coordination of return to work programs and development and implementation of policies in a similar environment
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult
Relationships Communicate effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Intermediate	• 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
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict
Results Deliver Results	Intermediate	• 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

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• 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
Results Think and Solver Problems	Intermediate	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
People Management Manage & Develop People	Intermediate	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve

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