



RFS

INJURY MANAGEMENT COORDINATOR

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Health & Safety Health & Wellbeing
Role Number	52008613, 52008598
Grade	RFS Level 7/8
ANZSCO Code PCAT Code	251312 1224592
Date of Approval	20 March 2024
Role Description Reference No.	RD702
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush fire-fighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Role Purpose

The role provides best practice guidance, practical assistance, case management and coordination of workers compensation claims, injury management and return to work (RTW) processes to support injured members and ensure the effective and efficient administration of injury management and return to work at the RFS.

Key Accountabilities

1. Manage a portfolio of member claims to facilitate early and safe return to work in line with relevant workers compensation and injury management legislation and policies.
2. Develop and assist in return to work strategies including but not limited to Return to Work plans, investigations, rehabilitation, fitness to continue and compensation matters. This includes providing comprehensive, prompt and accurate advice to leaders and members of the RFS to build capacity in the provision of effective injury management and workers compensation.
3. Participate in case reviews with internal and external stakeholders to aid the recovery at work process and improve injury management outcomes.
4. Support the process of Recovery at Work and enhance injury management results, while developing and maintaining professional relationships with key internal and external stakeholders.
5. Implement and maintain comprehensive file management systems to ensure records are managed in accordance with RFS and legislative requirements.
6. Prepare accurate correspondence relating to injury management and compensation issues in accordance with legislative and government policy requirements and legal requests and utilise this to influence decision making, future planning, and communication and consultation purposes.
7. Prepare accurate financial reconciliations to the Workers Compensation Insurer to enable timely reimbursements to the RFS.
8. Contribute to the development, implementation and review of the RFS injury management and workers compensation claims management policies, procedures, and systems, including the design and delivery of training programs.
9. Keep informed of current trends and developments within the scope of health management and proactively identify gaps and trends and contribute to continuous improvement.
10. Any other duties as assigned that are relevant to the role and within capability.

Essential Requirements

- Minimum two years experience in “Return to Work” case management or a relevant discipline, or equivalent expertise
- Return to Work Coordinator accreditation in accordance with SIRA requirements
- A current Driver Licence and the willingness and ability to travel.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Ability to utilise data and develop solutions to improve workers compensation claims.
- Establishing and implementing an effective workers compensation and injury management system.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The incumbent is expected to comply with all relevant legislation and regulations including, but not limited, to Workers Compensation Act 1987, Workers Compensation (Bush Fire Emergency and Rescue Services Act) 1987, Workplace Injury Management and Workers Compensation Act 1998, and, the Work Health and Safety Act 2011 and associated legislation in the performance of all duties.
- The role routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.

- The role seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.

Reporting Line

The role reports to the Supervisor Health Management.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal





Who	Why
Manager	<ul style="list-style-type: none"> - Work in close collaboration to ensure the seamless delivery of services.
Team	<ul style="list-style-type: none"> - Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.
Executive, Managers and Supervisors	<ul style="list-style-type: none"> - Maintain an inter-unit 'teams based' approach that builds capacity and has a focus on the provision of quality services.
All RFS Members	<ul style="list-style-type: none"> - Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community.

Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	<ul style="list-style-type: none"> - Work collaboratively to develop and communicate relevant research and practice outcomes.

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

