

Role Description

Manager, Injury Management



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Workforce Safety, Injury Management
Location	Sydney Police Centre (SPC), Surry Hills
Classification/Grade/Band	Clerk 11/12
ANZSCO Code	251312
PCAT Code	1224092
NSWPF Role Number	
Date of Approval	05/09/2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

Manage NSWPF's workplace injury management through the development and implementation of policies and procedures to ensure statutory obligations are met in relation to the provision of occupational rehabilitation services and that employees are provided with an effective workplace-based service.

Key accountabilities

- Establish and manage workplace injury management to achieve optimum results in terms of the timely, safe and durable return to work for workers following workplace injuries.
- Provide timely, professional, strategic and comprehensive advice to Commanders/Directors on

workplace injury management and emerging injury management data and trends.

- Establish and monitor Service Level Agreements (SLA) to ensure the obligations of the insurer, organisation and workers are compliant.
- Provide advice and recommendations to senior management on policy and operational matters including the impact of changes in legislation, regulation and policy on the organisation and its stakeholders.
- Establish and manage audits on the effectiveness of the injury management system and the compliance with legislation and policy, ensuring corrective action has been taken for identified non-compliance.
- Foster relationships with internal and external key stakeholders to build effective working relationships to maximise injury management objectives and ensure efficient administrative processes.
- Consider and recommend improvements to procedures and processes that are consistent with legislation, regulation and policy that improves the service delivery in line with industry best practice.

Key challenges

- Maintain currency of knowledge of relevant legislation, regulation, policy and procedures relating to workplace injury management.
- Manage and oversight complex workplace injury management issues and problems identified by implementing solutions for the injured worker(s) to return to work in suitable employment or pre-injury employment.
- Manage and oversight the workplace injury management system and its supporting processes to ensure legislative compliance in terms of the timely, safe and durable return to work for workers following workplace injuries.

Key relationships

Who	Why
Ministerial	
Commissioner/Minister/Treasury	<ul style="list-style-type: none"> • Provide advice on status of workplace injury management claims and costs, policies and related projects • Information Exchange
	<ul style="list-style-type: none"> • Information Exchange
Internal	
Director/Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives • Provide expert advice, discuss future direction and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Escalate sensitive issues
Direct Reports	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Monitor and coordinate workload and competing priorities • Ensure team members comply with legislation, policies and procedures • Maintain accountability

Who	Why
Clients/Customers	<ul style="list-style-type: none"> • Provide expert advice on workplace injury management • Resolve issues if possible and escalate where necessary • Provides advice to enable outcomes/resolutions and negotiates to ensure compliance with legislation, policies and awards
External	
External stakeholders	<ul style="list-style-type: none"> • Consult with the appointed workers compensation provider for workplace injury management • Health providers (doctors and rehabilitation specialists - in regard to referral, treatment and the ongoing workplace injury management of individuals) • Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions regarding the management of workplace injury management and operations of the supporting teams including administrative, financial and personnel delegations in line with the role. The role also makes decisions regarding the general functions of injury management under the Workplace Injury Management and Workers Compensation legislation.

Reporting line

- Director - Operations and Workplace Support – (SE Band 1)

Direct reports

- Senior Injury Management Advisor – Clerk 7-8

Indirect Reports

- Injury Management Advisor – Clerk 5-6

Budget/Expenditure

- As per NSWPF Financial Delegations - Category 7

Essential requirements






- Relevant tertiary qualifications and/or extensive experience in managing workplace injury management – recover at work and claims management.
- Extensive experience in building and maintaining stakeholder relationships to drive workplace injury management performance results associated with a Service Level Agreement.
- Comprehensive knowledge of Workplace Injury Management and Workers Compensation legislation and associated regulations and standards.
- Ability and willingness to travel throughout the Sydney metropolitan area and regional NSW.
- Current NSW Drivers Licence with clear driving record (at least 6 months).
- Obtain and maintain the requisite security clearances for this position.

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	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • 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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	05.09.2018