

# Role Description

## Recovery at Work Advisor



Education

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	People Group / Health Safety and Staff Wellbeing / Employee Health & Recovery
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	272499
PCAT Code	1 1 2 45 44
Date of Approval	February 2020 <b>Updated Oct 24</b>
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### Primary purpose of the role

The role is responsible for delivering injury management services to staff which supports their recovery at work in line with the relevant legislation and policy to minimise the impact to educational continuity. This reduces the administrative burden and cost of workplace absence. The role maintains strong relationships with its customers and collaborates with key internal and external partners to deliver timely, effective health management services and advice to support recovery at work.

### Key accountabilities

- Deliver customer centric workplace health management services and advice in accordance with policy, procedures and legislation that are tailored for the customer and operational directorates.
- Develop, implement and monitor return to work strategies to facilitate an employee's early and safe return to work in line with relevant work health and safety, workers compensation and injury management legislation and departmental policy and procedures that minimises the impact on educational continuity.

- Manage a portfolio of complex and medium-risk cases and report on performance against specified targets.
- Draft briefing papers, correspondence and other communications as required, and contribute to the development of operational procedures, guidelines and services and programs
- Build and maintain professional relationships with key internal and external stakeholders to aid the recovery at work process and improve injury management outcomes.
- Prepare and participate in regular claims reviews/case conferences with claims and injury management staff to ensure effective claims management.
- Monitoring and report on the performance of rehabilitation providers to ensure service delivery standards are met and recommend strategies to address and strengthen return to work outcomes.
- Maintain data management systems in line with departmental policy and procedures.

## Key challenges

- Managing competing demands by various stakeholders, ensuring that high-risk matters are addressed as a priority, delivering services that reduce the admin burden on the workplace.
- Maintaining a high level of understanding of departmental services, legislation, regulatory requirements and policies (pertaining to Work Health and Safety, Workers Compensation and Injury Management matters) to ensuring a safe working and learning environment in a consistent manner across the state.
- Maintaining the quality and accuracy of sensitive information within departmental systems.

## Key relationships

Who	Why
<b>Internal</b>	
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Communicates specialist advice and provides guidance on complex matters requiring specialist knowledge and/or implementation expertise.</li> </ul>
<b>Team members and teams across Work Health and Safety Directorate</b>	<ul style="list-style-type: none"> <li>• Supports, encourages and mentors team members and colleagues to achieve team goals</li> </ul>
<b>Leader</b>	<ul style="list-style-type: none"> <li>• Provides regular status reports</li> <li>• Consults regarding the management of sensitive, high risk or business critical matters</li> <li>• Receives performance feedback</li> </ul>
<b>External</b>	
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Communicates specialist advice and provides guidance on complex matters requiring specialist knowledge and/or implementation expertise.</li> </ul>
<b>Networks/Communities of Practice</b>	<ul style="list-style-type: none"> <li>• Actively participates in internal and/or external learning opportunities, briefing sessions, and workshops to keep up to date and to maintain specialist knowledge</li> </ul>

## Role dimensions

### Decision making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

### Reporting line

The role reports to the Leader, Employee Health

### Direct reports

This role has no direct reports. Refer to the relevant business unit organisational chart.

### Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

## Essential requirements


- Knowledge of and commitment to the Department's Aboriginal Education policies.
- Current NSW Driver's License and have a willingness to travel.
- Experience in a related field or relevant tertiary qualifications or training in return to work coordination




## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://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	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

### Focus capabilities for the role

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>
Capability Group: <i>Relationships</i>		

Capability Set	Level	Behavioural indicators
Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Capability Group: Results</b>		
Capability Set	Level	Behavioural indicators
Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> </ul>

		<ul style="list-style-type: none"> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and</li> <li>• select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Capability Group: <i>Business Enablers</i></b>		
<b>Capability Set</b>	<b>Level</b>	<b>Behavioural indicators</b>
Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications</li> <li>• security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>