Role Description
Recovery at Work Coordinator (generic)

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture (P&C)/Health & Safety/Injury Management
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Ongoing
Role Number	52015887, 52015888
ANZSCO Code	132311
PCAT Code	1224592
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Manage a portfolio of claims with a primary diagnosis of cancer and assist firefighters to return to work. Specifically, the role will be responsible for delivering all aspects of work rehabilitation and recover at work services, including management of litigation.

Key accountabilities

- Manage claims for firefighters diagnosed with cancer, orchestrating the necessary consultation, advice and support; review claims for accuracy and compliance with documented procedures and scrutinise FRNSW records and employer documentation
- Assess and prioritise all available options for injured firefighters; and Oversee and evaluate the service delivery of the FRNSW professional Return to Work Program services for firefighters with cancer for both compensable and non-compensable cancer injuries.
- Develop, implement, monitor and review Recovery at Work, policies, procedures and guidelines associated with the management of cancer claims; documenting and managing processes, identifying procedural gaps, and implementing recommendations of governance reviews; and assuming responsibility for continuous process improvement
- Establish/maintain data collection systems for claims, statistical and financial analysis, and management reporting
- Analyse, monitor and report costs associated with cancer claims, identifying trends, issues and concerns and making recommendations to management; and collaborate with other areas of the Branch to test possible correlations between data relating to workers compensation, injury management, medical discharge, and death and disability claims
- Maintain strong links with Finance and Treasury, providing advice and information on critical financial data relating to cancer claims
- Monitor the performance of the external claims' assessor against the agreed contract for services, and ensure that all costs associated with claims are appropriately charged

Key challenges

- Review the legislation and interpret it into practical operation
- Develop systems, processes, templates and reports for a unique activity where guidance is limited. Existing precedents will require significant analysis and adaptation to ensure alignment with related FRNSW operational procedures and compliance with good practice
- Must maintain a detailed knowledge and understanding of relevant legislation including NSW workers compensation legislation, and related FRNSW policies and procedures

Key relationships

Who	Why
Internal	
Manager Injury Management	- Receive direction and provide advice on management of claims and development of process/procedures and guidelines
Firefighters	- Build effective working relationships to facilitate case management activities to ensure timely and efficient administration of claims
Senior Management	- Share expert knowledge with internal stakeholders to ensure process alignment and provide advice in future Award negotiations - Accountable for providing independent and authoritative advice to senior management, its relationship to legislation, related operating procedures, and employment conditions
Finance Directorate (and NSW Treasury)	- Liaise with and provide requested data on cancer related claims
External	
External claims assessors	- Make day-to-day representations to share information, resolve problems, and monitor performance against the agreed contract for services

Role dimensions

Decision making

- Regarded as FRNSW's expert concerning Recovery at Work principals, workers compensation and related legislation for firefighters with cancer

- Exercise a high degree of independence and autonomy in setting own goals and priorities (within the broad framework set by the manger), making daily decisions regarding claims management

- Must ensure decisions are made within the scope of the role ensuring accuracy and compliance to withstand review and scrutiny

- Assume ownership of complex and/or controversial cases and liaise with the external claims assessors and other internal stakeholders to resolve problems and disputes arising from individual cases

Reporting line: Manager Injury Management
Direct reports: Nil
Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Proven record of achievement managing claims in one or more of the following: injury management, workers compensation, superannuation, or insurance.

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	Adept

		• Use contemporary communication channels to share information, engage and interact with diverse audiences	
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• 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	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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 • 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	Intermediate
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these	Intermediate
	Project Management Understand and apply effective project planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements	Adept

- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate

| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

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