

Return to Work Coordinator

Position Description

Directorate:	Corporate Services
Reports to:	Manager, Safety and Emergency Management
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Support the Society's Work Health and Safety function to improve the Society's safety culture and performance. Ensure the Society is compliant with relevant legislation to maintain a safe and compliant workplace.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

People and Culture: this team is responsible for the Society's people related functions and strategy including people strategy; people policy; people systems; diversity and inclusion; organisational development; recruitment; workforce operations; employment relations and business partnering.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Safety and Emergency Management: this team is responsible for state-wide work health and safety strategy; work health and safety audits; wellbeing; return to work and emergency management functions.

Accountabilities and responsibilities

The Return to Work Coordinator will:

- Support the successful implementation of the Strategic Plan within their team.
- Support the centralised management of workers compensation and accident insurance claims.
- Support the Manager, Safety and Emergency Management in their role as central contact for the Society's workers compensation insurers and brokers during claim and service reviews.
- Implement the Society's Return to Work program and support workers to safely and sustainably recover at work. This includes identifying suitable work and preparing, monitoring and reviewing a worker's recover at work plan.
- Utilise internal and external tools and partnerships to facilitate efficient and effective workers compensation claims management and to manage and mitigate risk in relation to workers compensation and volunteer insurance claims.
- Manage the working relationships between the Society's key external stakeholders including insurers, brokers, rehabilitation providers and other partners.
- Ensure that all actions, internal and external, comply with the agreed Service Level Agreement.
- Support the redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties.
- Promote the health benefits of good work practices and contribute to the improvement of relevant policies and systems.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management protocols and procedures to ensure compliance with legal, external governing body, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- On average injured workers return to their positions within three weeks of accident or injury.
- Ensure all employees with 'recover at work' plans are supported and are redeployed if necessary (either internally or externally).
- Ensure all employee workers insurance claims are appropriately case managed.
- Ensure all employees 'recover at work' plans are effectively implemented.
- Effectively liaise with internal and external stakeholders so support employees returning to work.
- Support the flow of information across directorates and teams in relation to employees recover at work plans, in a manner consistent with confidentiality considerations.

Key working relationships

In addition to the Manager, Safety and Emergency Management, the Return to Work and Workers Insurance Coordinator will foster close working relationships with:

- Safety and Wellbeing Partners within the Work Health and Safety team;
- Directors, Managers and key staff within Corporate Services and Finance directorates;

- Other Directors and Managers, on a needs basis
- External stakeholders including insurance agent, brokers, medical and treatment practitioners, rehabilitation and other support providers.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Have the requisite training, skills and experience to perform the role of a Return to Work coordinator as mandated by the State Insurance Regulatory Authority.
- Sound knowledge of Workplace Health and Safety and Workers Compensation legislation, Regulations and Australian Standards.
- Experience working with employees returning to work after workers compensation claims, motor accident claims or a non-compensable injury.
- Demonstrated experience in injury management and return to work programs.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders, including at the senior executive level.
- Excellent communication, negotiation and conflict resolutions skills.
- Ability to travel to Society workplaces across NSW if required.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Working knowledge of the Loss Prevention and Recovery model of workers insurance.