# Injury and Rehabilitation Coordinator

Created: 16 August 2017

<table>
<thead>
<tr>
<th>Group: People &amp; Corporate Services</th>
<th>Job family: People</th>
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<tbody>
<tr>
<td>Position number: TBA</td>
<td>Hours worked per week: 35</td>
</tr>
<tr>
<td>Manager’s title: Manager People Services</td>
<td>Manager once Removed’s title: Head of Business Centre</td>
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<tr>
<td>Status of PD: Final</td>
<td>Work location: Parramatta or Potts Hill</td>
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<tr>
<td>Does the employee need to drive a vehicle as part of the role? Yes</td>
<td>Does the employee have to provide a car for work purposes (budgeted in their TRP?) No</td>
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<tr>
<td>Number of direct reports: 0</td>
<td>Number of indirect reports: 0</td>
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## Level of Role

Staff or Specialist

Evaluated grade: EA 13

## Section 1: Purpose and context

### Purpose of the Position

To provide professional health guidance and support for injured-ill staff and their managers during their rehabilitation from work related and/or non-work related injuries/illnesses, of a physical and/or psychological nature.

### The structural context for the position
What are the direct and indirect (dotted line or staff-once-removed) reports to the position?

Nil

Section 2: Key accountabilities and outcomes/tasks

Leadership expectations

- Ability to provide support with the highest degree of integrity and diplomacy.
- Experience engaging across stakeholder groups internal and external to the organisation.
- Ability to work collaboratively with the goal of achieving better outcomes for the organisation.
- Exercise astute judgement in managing confidential and sensitive information that has the potential to impact on organisational performance and reputation.

Technical accountabilities

Case management:

- Proactively manage a portfolio of work related / non-work related injury / illness cases
- Visit injured-ill staff at their workplaces or homes to coordinate their recovery from injury or illness.
- Initiate case conferences to overcome barriers preventing recovery progress.
- Manage the progress of each case by liaising with treating medical practitioners and other relevant professionals optimising the return to work outcome.
- Coordinate and liaise with workers compensation insurer staff on all relevant aspects of case management.
- Maintain a confidential case management file and all relevant documentation for each case being managed.
- Minimise work time lost through injury or illness by actioning early intervention strategies following report of injury-illness.
- Collaboration and communication with key stakeholders to develop intervention plans to address and overcome barriers to optimal rehabilitation outcomes.

Communication:

- Demonstrate effective communication and influencing skills
- Proactive discussions regarding suitable duties and upgrading capacity.
- Drive adherence to rehabilitation activities
- Provide clear and concise information and instructions

Professional advice and guidance

- Coach and support line managers of injured or ill staff with professional advice and guidance on the injury management processes
- Conduct worksite, home environment and ergonomic assessments to assess suitability of work area and-or work tasks offered to assist the recovery of work process.
- Provide functional education as required including manual handling advice
- Liaise with medical and health professionals as required.
• Identify HR issues that may influence a case and escalate as required.
• Influence and communicate at all levels of the organisation required by case management necessity.

Educate, coach and support
• Present to meetings, team briefs and other forums to educate and inform staff about injury management and the requirements of the workers compensation system.
• Educate the injured/ill employee on the adjustments and proper use of equipment and or prescribe equipment and workplace adjustments followed by
• Prescribe equipment and workplace adjustments followed by educating the injured/ill employee on the adjustments and proper use of equipment.
• Provide guidance and advice to managers and staff on non-work related injury / illness processes

Develop and maintain professional networks
• Develop and maintain professional networks with treating doctors and other relevant professional providers.
• Maintain currency of own professional knowledge, skills through industry journals, conferences and professional networks.

Systems accountabilities

N/A

Process accountabilities

N/A

Internal working relationships

• Sydney Water managers and staff
• Work, Health and Safety division
• Payroll team
• Employee Relations team

Customers (external)

• Insurance providers
• Treating doctors
• Workers compensation legal providers
• Return to Work providers

Impact of position

Contribution Spectrum

Delivery Operational

2 Delivery – deliver own output by following set procedures, or according to operational targets
Operational – Set and achieve objectives which has an impact on others
Tactical – Provide input into or develop new products or processes
Strategic – Establish and implement business strategies with a longer-term focus
**The role carries a case load (delivery) and will also oversee the team of specialists as well as the triage tier one service (Operational).**

### Financial

- Financial delegations for this role are compliant with Sydney Water policies.
- Knowledge of Sydney Water’s Procurement and Contracts Standards and procedures

### Innovation and Complexity

#### Innovation

- Make/recommend minor changes

- Provide input to the development of the service delivery for any new or improved service offering and overseeing the successful implementation of new/improved services across tier 0 through to tier 1 and 2 within the Business Centre.
- Recommend changes to policy and services based on data and observations during delivery.

### Safety

Actively participate in safety and wellness and understand your safety accountabilities, and access to wellness support programs as required.

### Section 3: Knowledge/skills/experience

- Degree or equivalent qualification in Occupational therapy, Physiotherapy or health-related profession and AHPRA registration
- Accredited Rehabilitation Coordinator - current accreditation as required by Workcover NSW
- Thorough working knowledge of the workers compensation system, legislation and regulations.
- Understanding of the functional requirements of tasks
- Commercial mindset in achieving optimal rehabilitation outcomes
- Good understanding of relevant OHS legislation, regulations and best practice in a work environment
- Demonstrated ability to work autonomously and effective accountability for assets entrusted to their care.
- Demonstrated ability to initiate strategies that bring about change and move cases forward toward a resolution
- Demonstrated ability to work effectively within a team and build relationships with key stakeholders
- Demonstrated competency to maintain thorough records and comply with reporting requirements
- Negotiation skills to handle sensitive matters with unions, employees and other relevant parties
- Ability to apply an innovative approach to challenges and barriers
- Demonstrate resilience, perseverance and flexibility in managing the demands in a reactive environment
- 5+ years recent experience in workplace rehabilitation and case management, preferably employed in a workplace environment.
- Optional experience in related areas of human resources
Sydney Water expects all staff to do other projects and perform additional duties as required.
Appendix

People management accountabilities

Manager once Removed accountabilities

- Ensure consistency across the business unit and integrate the work of teams
- Provide subordinates once removed with someone to talk to if they feel they are not being treated fairly by their manager or if they want to appeal a decision made by their manager
- Ensure the quality of management for subordinates once removed
- Answer the question about future of the subordinates once removed by making a clear judgment of potential and providing feedback
- Build capability for future roles
- Plus manager and planning accountabilities below

Manager accountabilities

- Provide leadership to direct reports
- Ensure direct reports fully understand my role (as a manager), accountabilities and authorities
- Build and maintain a strong, two way, trusting working relationship with my staff based on achieving the business goals and enabling subordinates to work to their fullest potential
- Ensure my direct reports can answer key questions of:
  - Where are we going?
  - What is their work?
  - How their performance will be assessed?
- Set clear tasks by explaining the background to the work (context), the purpose, how much is required and to what quality, the resources available and the time
- Make accountabilities and authorities clear and ensure subordinates have the financial, people, and physical authorities needed to be able to achieve their work
- Set effective baseline conditions for productive work by completing important people management processes of selection, induction, contribution assessment and provide development for the position so staff can complete tasks effectively
- Ensure the team works in a way that each team member actively contributes to the decisions made and moves in a set direction with commitment
- Communicate with direct reports, in person about, change wherever possible
- Quickly address discomfort or tension so problems are resolved before they develop into conflict
- Lead culture change within your team
- Role model corporate behaviours and ethics
- Guide and support direct reports, so they are focused and connected to the Safe and Well Together vision and strategy
- Positively encourage and coach direct reports with respect to their Safe and Well Together visible Leadership behaviours
- Ensure accountability for Health, Safety and Wellbeing leadership is demonstrated through personal safety action plans
- Demonstrate commitment to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments
- Participate in health, safety and wellbeing activities such as wellbeing support activities, Incident investigations, safety meetings, safety inductions and safety training.
- Plus planning accountabilities below
Planning accountabilities

- Ensure systems of work and processes are effective, that the structure of the team supports the work to be done and that work is aligned across members of my team
- Develop team business plans and ensuring effective execution of those plans
- Ensure work occurs at the right level and outcomes are delivered to the agreed requirements.
- Integrate work across team/s
- Apply Sydney Water policies and procedures consistently and fairly
- Communicate what is required for the business and why.

Signature behaviours

All staff are accountable for demonstrating Sydney Water’s signature behaviours of:

- Focus on solutions (Positive attitude, change ready, improvement and insight)
- Stand up and contribute (Participation, collaboration, courage and respect)
- Do what you say (Honesty, integrity, transparency and trust)
- Support and Encourage (Encouragement, communication, empathy and cooperation)
- Own the outcome (Ownership, accountability, results and accomplishment)