

Position Title	Workers Compensation and Injury Management Officer
Department	People and Performance
Unit	Safety & Risk
Team	Safety and Wellbeing
Supervises	Nil
Reports To	Team Leader Safety and Wellbeing
Grade	G
Date Prepared	14/09/2017
Date Last Updated	9/04/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The role of the Workers Compensation & Injury Management Officer is to manage all workers compensation claims in accordance with SIRA requirements including the self-insurance licence requirements and the claims management technical guide. This includes providing best practice support to injured workers throughout the lifecycle of a claim.

Furthermore the Workers Compensation & Injury Management Officer is responsible of maintaining the Workers Compensation data systems and ensuring accurate information is entered, maintained and exchanged with SIRA and other parties as required in a timely manner.

Accountabilities

- Undertake claims management functions including assessments of liability, injury management, claims review, wage calculations and injury management activities.
- Make decision as to management of claims with delegated limits.
- Prepare and maintain workers compensation documents.
- Develop, maintain and implement Injury Management Plans
- Ensure all workers compensation claimants are communicated with on a regular and systematic basis to ensure effective injury management.
- Maintain worker Compensation records including all file notes of conversations and calculations in relation to claims.
- Maintain Workers compensation related databases and systems.
- Ensure the evaluation and payment of workers compensation invoices.
- Prepare, interpret and report on Workers compensation statistical information.
- Identify gaps between the claims management practices and SIRA requirements and make necessary improvements to system documentation and implement where necessary.
- Provide timely and accurate workers compensation and injury management advice and guidance, including the interpretation of relevant legislation, to Managers and staff throughout the organisation.
- Complete administrative duties as necessary to the function.

- Provide strategic claims management advice and guidance to unit managers.
 - Prepare reports for customer care meetings with both injured workers and leaders.
 - Work with Councils Injury Management Advisor to ensure best practice injury management.
 - Assist and support supervisors and managers to understand and adhere to injury management plans.
 - Adopt and promote a preventative and pro-active claims management throughout the organisation.
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- Assist Managers and staff to investigate incidents relating to injuries.
 - Keep up to date with claims management requirements by keeping up to date with industry information and attending self-insurance seminars and information sessions
 - Ensure that workers compensation legislative and associated Code, Guidance and Standard changes are identified and incorporated into policy and procedure where applicable and in a timely manner.
 - Any other duties as directed by your supervisor.

Position capabilities and level

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

Capability Profile – Senior Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Act with Integrity	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems

		<ul style="list-style-type: none"> • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources		
Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Qualifications in workers compensation claims management, return to work and/ or injury management functions

Essential Experience

- Previous claims management experience for a self insurer or scheme agent
- High level computer literacy
- The ability to interpret and apply legislation to meet business requirements
- High level interpersonal skills including written and verbal communication

Desirable Qualifications and or Experience

- Allied Health Background
- RTW Coordinator accreditation
- Experience in complex claims management
- Experience in psychosocial claims management

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>