

Position Description



General Information	
Position title	Return-to-Work and WHS Support Officer
Enterprise Agreement / Modern Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification	As Per Enterprise Agreement
Status	As per Contract of Employment
Qualifications	Return to Work – (RTW) experience in injury management / Return to Work training an advantage – Work Health Safety experience
Primary Location	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.
Reports to	Work Health Safety Wellbeing and Risk Lead
Direct Reports	Nil
Key Internal Contacts	All Lyndoch staff,
Key External Contacts	WorkCover Insurer Case Managers, Occupational Rehabilitation Providers, Health Professionals, Team members who have suffered Injury.
Infection Control Risk	Category B - Indirect patient contact
Lyndoch Living Vision	
By recognising each person for the individual, they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.	
Our Values	
Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.	
Position Overview	
<p>This position will predominantly be focused on WorkCover, Return to Work and administrative support to WHS Management.</p> <p>Assist with the administration of WorkCover and return-to-work requirements.</p> <p>Ensure that certificates of capacity are checked for validity and uploaded to the system for record control.</p> <p>Liaise with Occupational rehabilitation provider as directed and ensure any issues are followed up in a timely manner.</p> <p>Communicate professionally and kindly with team members injured in the course of employment to facilitate effective quality relationships that work together to bring about a speedy recovery and strengthened RTW process.</p>	

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Key Responsibilities and Key Performance Indicators (KPIs)	
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<u>Leadership and management</u> <ul style="list-style-type: none"> ➤ Identify and lead improvements authorised with Manager. ➤ Administer the obligations of return to work, certificates of capacity as instructed and required 	Improvements identified are followed through once approved. Obligations are met
<u>Provide excellence in consumer/customer care.</u> <ul style="list-style-type: none"> ➤ Professional and respectful communications with colleagues and staff at all times. ➤ Follow up concerns within a timely manner. Report to Manager regarding any outstanding issues 	100% of Return-to-work plans in date in place and 100% of current certificates of capacity on file as communicated by employees on WorkCover.
<u>Ensure compliance with all relevant standards and legislation.</u> <ul style="list-style-type: none"> ➤ Certificate of Capacity from employees checked for consecutive dates and validity. ➤ Return to Work plans current and up to date. ➤ WorkCover Claims Register up to date each month. 	100% documentation completed and submitted to relevant body as required.

Key Responsibilities and Key Performance Indicators (KPIs)	
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<u>Quality Improvement and Risk Management</u> <ul style="list-style-type: none"> ➤ Raise and communicate emerging risks with Manager in a timely manner - discuss risk mitigation strategies and implement improvement when informed. ➤ Assure of quality information provision to Manager – in line with instruction and awareness, ➤ Improvements to processes are considered and communicated with manager to lead into efficiency, sustainability, and effective provision of services 	100% compliance with Infection Control prevention control strategies in line with DOH requirements Incidents are reported to Manager on the day of occurrence. RiskMan records are created and reviewed in relation to incidents raised.
<u>Actively participate in professional development to deliver best practice.</u> <ul style="list-style-type: none"> ➤ Monitor the Insurer and Insurance Commission updates to identify if Lyndoch practices are contemporary and continue to lean into best practice. ➤ Complete annual education modules allocated by the organisation. ➤ Participate and actively pursue keeping up to date in knowledge related to Injury Management and the Workcover processing of Return-to-Work plans and 	100% of education modules completed annually and training needs are identified and communicated with Manager when learning opportunities or support needs arise. Growth mindset in the sphere of work is embraced.

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<u>Workplace Health, Safety and Wellbeing</u> <ul style="list-style-type: none"> ➤ Follow Lyndoch Living’s Health and Safety policy, procedures, workplace instructions and code of conduct. ➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work ➤ Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health. ➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided. ➤ Immediately report any incidents within the workplace to your manager ➤ Familiarise with and follow emergency procedures and directions. ➤ Participate in health and safety training programs as required 		<p>Prevent injury. Report hazards.</p> <p>100% compliance with PPE requirements</p>
<u>Organisational Values</u> <ul style="list-style-type: none"> ➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion) ➤ Contribute to creating a culture that values the contributions of employees, consumers, and other stakeholders. ➤ Role model the Organisational Values 		<p>Behaviours and attitude consistent with the application of organisational values.</p> <p>Communications are consistent with the application of the values in practice and the value of collaboration in achieving good outcomes for the services provided.</p>
Key Selection Criteria		
Qualifications	<ul style="list-style-type: none"> ➤ Exposure and or experience in the management of Injury in relation to return to work. Exposure or experience in Workplace health and Safety requirements ➤ Willingness to undertake Return to Work Training and or increase knowledge through completion of assigned workplace training in the field of WHS and workplace injury management as identified once commenced in the role. 	<p>Desirable</p> <p>Completion of training requirements as identified</p>
	<ul style="list-style-type: none"> ➤ Return to Work experience /qualifications advantageous 	Desirable
Previous experience	<ul style="list-style-type: none"> ➤ Demonstrated knowledge and experience in Microsoft Word, Excel and computer-based applications consistent with Outlook Email management, online training and capacity to develop pathways for growth in this role. ➤ I.e. uploading Word and Excel templates into auditing platform (with instruction and training) 	Essential
Skills and knowledge	<ul style="list-style-type: none"> ➤ Previous experience in Microsoft applications -word, excel, email 	
	<ul style="list-style-type: none"> ➤ Organised. Capable of managing pivoting priorities when instructed and required 	Essential
	<ul style="list-style-type: none"> ➤ Empathic/kind attitude to people who have been injured at work and a passion for contributing to the knowledge in prevention of injury. 	

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Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

Authorisation

Authorised by (position title): Work Health Safety Wellbeing and Risk Lead

Review and authorisation date: July 2023 - Review January 2024