# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Injury Management Advisor |
| Job Reference | 90914 |
| Tenure | Indefinite  Full-time |
| Salary Range | AU $89,680 to $101,459 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Any CSIRO location considered |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Manager – Health |
| Client Focus – Internal | 75% |
| Client Focus – External | 25% |
| Number of Direct Reports | 0 |
| Enquire about this job | [Jessica.Wright@csiro.au](mailto:Jessica.Wright@csiro.au), Health Manager -  Health, Wellbeing and Injury Management |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

At CSIRO, we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

The Health, Safety and Environment (HSE) team partners with all levels of the organisation coaching and influencing to make HSE personal. They provide future focussed, leading-edge development and delivery of HSE programs that result in significant improvement in CSIRO’s wellbeing and HSE culture. The Health and Wellbeing Team delivers expert support, management and advice pertaining to ill or injured employees and endeavours to facilitate and maximise positive outcomes for individuals and the organisation, with a specific focus on preventing and mitigating future physical or psychosocial risks.

The Injury Management Advisor (IMA) reports to the Health Manager and is responsible for providing case management support to injured and ill employees under the Safety, Rehabilitation and Compensation Act (SRC Act 1998), also known as Comcare. The IMA also hold the delegations under the SRC Act for rehabilitation. Case management is also provided for non-work-related injury and illness. The IMA provides expert rehabilitation advice and coaching to stakeholders to drive improvements in injured worker rehabilitation outcomes, injured worker satisfaction, and Return to Work (RTW) outcomes. The IMA’s also work with the Business Units to advise and manage CSIRO’s early intervention program.

**Key relationships:**

**Internal:** Line managers, Business unit leaders, HR and HSE Managers and HSE Advisors, legal, injured people,

**External:** Treating Medical and Allied Health Practitioner, Comcare, Workplace Rehabilitation Providers (WRPs).

### Duties and Key Result Areas:

* Under general direction, perform injury management services by designing, supporting and facilitating the end-to-end rehabilitation and case management of injured or ill CSIRO people, frequently encountering ambiguity and showing initiative in interpreting policies and procedures in order to provide practical support, coaching, and mentoring to operational staff in partnership with HR and HSE teams to successfully rehabilitation outcomes.
* With support from the Health Manager, implement, monitor, review and manage individual rehabilitation programs and Return to Work (RTW) plans with a focus on minimising time lost and costs associated with work related injuries. Establish an initial case strategy in partnership with HR, the relevant leader, and regularly review strategy when there is a significant medical or claims status change, at least every 8 weeks.
* Ensure compliance with the requirements under the SRC Act for rehabilitation programs, including the design and determination of rehabilitation plans, creation and monitoring of the rehabilitation plans and development of RTW plans.
* Provide advice and support to leaders and HR in effecting the injury management program and ensure the wellbeing of employees by assisting injured/ill CSIRO people in the RTW process. Facilitate training on injury management processes including Early Intervention to leaders and stakeholders where gaps occur.
* Facilitate and support the RTW with work-related and non-work-related injuries and illnesses, using expertise to maximise return to work outcomes, in accordance with CSIRO policies, procedures, and relevant legislation. Using discipline and expertise, develop and review policies, procedures, systems pertaining to injury management and make recommendations to guide management decisions.
* Drawing on expertise in allied health, liaise and build relationships with relevant internal stakeholders to anticipate their needs, take responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
* Proactively identify Early Intervention risk and support Business Units to implement and execute strategies to assist employees to remain at work.
* Support monthly strategic reviews with CSIRO Comcare Claims Specialist and Manager Health and contribute to periodic reviews and audits to assess health and injury management effectiveness.
* Work collaboratively with the Health and Wellbeing team and other Injury Management Advisors to foster positive outcomes, utilising best practice to enhance overall Health and Wellbeing and HSE performance. Identify opportunities and provide input to continuously improve health and injury management systems and processes within CSIRO.
* Assist the Manager Health with establishing and growing partnerships with local service providers to enhance injury management within CSIRO (i.e. medical providers, workplace rehabilitation providers). Develop a deep understanding of the BU risk profile and support the implementation of health and wellbeing improvement initiatives.
* Ensure all data and records are maintained in a timely and accurate manner in dedicated injury management data system or in line with CSIRO and legislative requirements. Accordingly, provide accurate and factual data or information to relevant parties in respect to injury management and RTW.
* Provide reports on return to work or injury management cases as required to the Manager Health, Comcare Claims Specilaist and Health and Wellbeing Team
* Develop a working knowledge, establish networks and strong relationships with clients and the Health and Wellbeing team and the HSE team more broadly.
* Shows the interpersonal skills of being respectful, collaborative, builds trust, listens, and uses discussions to find common ground. Communicates clearly (both in orally and in writing). Considered a trusted advisor; fostering effective client relationships and ensuring alignment between client needs and CSIRO’s objectives.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Other duties as directed.

## **Required Competencies:**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
* **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

#### Essential

1. Relevant tertiary degree in a related allied health discipline (e.g., physiotherapy, exercise physiology, occupational therapy) to ensure CSIRO can achieve accreditation as the workplace rehabilitation provider as defined in the SRC Act.
2. At least 3-5 years demonstrated experience in workplace rehabilitation and RTW management within large or complex organisations, with demonstrated evidence of knowledge and use of RTW and rehabilitation case management systems.
3. Proven ability to understand stakeholder priorities and contribution in the design, delivery, and implementation of strategies to improve HSE and RTW outcomes.
4. Demonstrated ability to work collaboratively and build strong relationships with all HSE teams and other stakeholders.
5. Proven ability to Co-operate with others to coach and build trust with leaders by influencing a positive HSE culture. Creates trust by displaying consistency and understanding through integrity and patience.
6. Ability to enable positive organisational change, by advising strategies, goals, and priorities, and driving culture change in health and safety. Ability to embrace ambiguity and positively persist towards an end goal.
7. Proven ability to collaborate and build strong relationships with stakeholders and other HSE teams to promote the desired culture and achieve team objectives.
8. Proven ability to interpret legislation and regulatory standards to proactively identify RTW and rehabilitation problems and appropriately respond to issue. Prior experience in using this knowledge to contribute to clear advice and implementation of a consistent HSE and RTW message across the organisation.
9. A working history of understanding goals and targets, taking accountability and delivering on commitments and producing results.
10. Experience participating in the ongoing knowledge transfer across Health and Wellbeing and HSE teams and providing support to other team members through fostering open communication and being a proactive and positive team contributor.

**Desirable**

1. Relevant accreditation in Comcare Rehabilitation Case Management.

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CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted