

Position Description

POSITION DETAILS	
Date of PD	July 2026
Position Title	Injury Management Specialist
Position Grade	13
Directorate Business Unit	People, Culture & Performance Safety & Insurance
Reports to	Safety & Insurance Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

Reporting directly to the Safety & Insurance Manager, this role will strategically partner with business stakeholders, supporting leaders with the provision of specialist case management and advice to manage return to work cases and medical fitness of workers within the organisation.

KEY RESPONSIBILITIES

Role Specific

- Liaise, negotiate with, and monitor the service provided by Council's Workers Compensation Insurer including premium estimation, claims case management and injury management, recover at work and workers compensation matters
- Coordinate, manage and recommend an effective strategy to case manage work related and non-work-related injury/illnesses of injured staff within Council
- Strategically partner and provide assistance and direction to all levels of management in the risk management of workers compensation claims as well as assisting and providing current information to injured employees
- Negotiate with medical providers, solicitors and other relevant parties, provide appropriate documentation to influence timely return to work
- Represent Council at meetings and attend hearings for workers compensation matters as required
- Partner with managers at all levels as required to actively influence and review WH&S practices, policies and procedures in light of industry and organisation-wide trends
- Provide the full range of cost-effective injury management practices in a retro paid loss insurance model consistent with Council's guiding principles
- Develop and implement effective return to work practices across Council and make improvements in line with industry best practice
- Manage the whole return to work and case management process, monitor medical certificates, develop return to work plans and ensure compliance with suitable duties and upgrades
- Conduct complex case management and engage with and monitor specialist service providers used to achieve return to work objectives
- Provision of wage records to insurer, ensuring accurate calculations of wage entitlements, develop wage reimbursement schedules and monitor reconciliation of reimbursements, partnering with payroll and finance. Managing all documentation in accordance with the State Insurance Regulatory Authority (SIRA) Return to Work Guidelines ensuring Council meets all external audit requirements

- Implement internal case management reviews with key business units and provide expert advice and strategies on 'return to work' solutions
- Conduct training to staff on Council's rehabilitation policies and procedures
- Develop and maintain Council's injury management system
- Oversee and monitor service level performance with our key clients, notably, our medical providers, insurance agent and broker.
- Review, develop and manage Council's medical fitness policies and processes from assessment through retraining, redeployment and termination.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications (Level)

- Degree Qualifications in a relevant field (WHS or Health related)

SIRA Return to Work Coordination Certification Experience

- Thorough knowledge and a minimum of 5 years' experience in the NSW return to work and injury management process in a high-volume environment
- Thorough knowledge and experience in the interpretation and application of the Worker's Compensation Act (1987), the Workplace Injury Management and Compensation Act (1998) and State Insurance Regulatory Authority (SIRA)

Skills

- High level of interpersonal skills both written and verbal and ability to communicate and consult with all levels of staff as well as external stakeholders, government agencies, medical and legal professionals
- Strong stakeholder influencing and relationship building skills with leadership roles
- Project and time management skills
- A sound knowledge of EEO and its application to injury management in the workplace
- Demonstrated negotiation and conflict resolution skills in resolving complex matters

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date:

Manager's Signature..... Date: