

Position Description

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| Position title | Workplace, Health, and Safety Partner (Injury Management) |
| Department / Division | Workplace Health, Safety and Wellbeing |
| Classification | Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85) |
| Position reports to | Shane Hendricks, Director, Workplace Health, Safety and Wellbeing |
| No. of direct & indirect reports | Nil. 1 indirect (WorkCover Coordinator) |
| Location | The Royal Children's Hospital, Flemington Road, Parkville |
| Risk category | Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently |

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| <p>The Royal Children's Hospital</p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p> |
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| <p>ROLE PURPOSE</p> <p>This is a versatile leadership role in which you coach and support managers in enhancing their injury management skills. As a subject matter expert, you will also use your technical expertise in personal injury, to manage complex claims and mitigate risk for the organization. In maintaining exceptional relationships with</p> |
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all stakeholders, you will seek feedback from them and strategies to develop and implement innovations and improvements to our policies and procedures. Working collaboratively with HR Partners to establish a strong team culture of preventative and responsive service delivery, you will be an exemplary practitioner for employee safety. You will contribute to the achievement of OHS objectives through the provision of quality customer-focused services and undertake organisation-wide OHS and injury management projects in line with The RCH People & Culture strategy and our strategic priorities.

KEY ACCOUNTABILITIES

Coach

- Coach and mentor managers in enhancing their injury management and people skills, with the objective of building managerial capability.
- Actively promoting the RCH Early Intervention program and providing education and training to a diverse group of stakeholders.

Support

- Support our line managers in looking after their staff.
- Provide support to line managers in planning and implementing change.
- Reviewing change impact statements, supporting initiatives to improve attendance, or navigating through various arrangements for staff who are unable to fulfill the inherent requirements of their role.

Case Management

- Actively manage and enhance our Early Intervention Program.
- Manage all claims, including complex and contentious WorkCover claims.
- Ensure that injured staff return to their substantive roles or otherwise.
- Negotiation and liaison with the injured employee, line manager, treating health practitioners and insurer to facilitate the safe and sustainable return to work of injured staff.
- Support managers who have employees returning to work following a non-work-related injury or condition, including TAC claims and case manage any complex scenarios.

Stakeholder Relations

- Maintain effective relationships with internal and external stakeholders to ensure quality outcomes – All Heads of Department, Human Resources, Executive Directors, Health & Safety Representatives, injured staff, External Providers, WorkSafe, Panel Solicitors, and others.

Innovate

- Develop and implement change and improvements not only in relation to our injury management programs, but initiatives that target prevention.
- Continuous improvement to continue our performance in the industry is critical to our ongoing success.

Strategy

- Seek feedback from client groups to identify areas for improvement and provide strategic direction in relation to these changes which need to be implemented.
- Lead projects relating to your portfolio under the direction of the Director, Workplace Health and Safety, including management of Occupational Violence and Aggression.

Advice

- Provide high level advice, guidance and support to management, RCH Executive and Board on all facets of Injury Management, Prevention, WorkCover and other related matters.
- This will require excellent written skills with the ability to prepare reports on performance, cost benefit analysis and other similar reports.

Develop

- Review, revise and draft policies and procedures which support RCH meet its obligations.

Communication

- In addition to these materials, you will be responsible for drafting internal correspondence, providing updates to head of department on any salient changes, updating information on the intranet as well as external communication to parties such as WorkSafe.

Leadership

- Provide leadership, coaching, development and direction to the WorkCover Coordinator and the Health and Wellbeing Coordinator or others as required.
- Oversee the reimbursement of wages and expenses to staff and providers.

Technical Expertise

- Have a sound knowledge of all relevant statutory provisions including those contained in the *Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)*, *Occupational Health and Safety Act 2004 (Vic)*, *Fair Work Act 2009 (Cth)*, *Equal Opportunity Act 2010 (Vic)*, Return to Work Compliance Codes and applicable provisions within respective Enterprise Bargaining Agreements.
- Apply these legislative provisions when managing situations, contesting liability for contentious claims, providing information to Panel Solicitors, representing RCH at Conciliation or Court in contested matters.

Culture

- Model and embed a safety culture within the broader People and Culture team through commitment to the physical and psychological wellbeing of respective staff, advocating for the promotion of health, safety and wellbeing activities.

Financial acumen

- Contribute to key financials, including insurance premium and the Workplace Health and Safety Budget.
- Appreciate how claims costs are calculated and how they impact premium and devise strategies to ensure that these costs are managed appropriately.
- Support the Director of Workplace Health and Safety with management of the cost centre and associated Health and Wellbeing Budget, identifying other sources of income such as through grants.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Relevant tertiary qualifications in injury management, allied health, or another related field.
- Minimum of 5 years' experience working in a senior role in the personal injury industry.

- Extensive experience in initiating, negotiating, developing and delivery of internally managed Return to Work programs.
- Extensive experience in managing complex worker's compensation claims.
- Strong attention to detail, and ability to work to tight deadlines in a dynamic fast moving environment.
- Ability to develop and effectively implement process improvement and change. You will need to be a strategic thinker.
- Excellent oral and written communication and presentation skills.

Desirable:

- Experience in health care or related setting.

KEY SELECTION CRITERIA

- Demonstrated experience in the provision of high level, contemporary advice, guidance and support to Executives, managers, and staff in a health services environment.
- Demonstrated successful experience in coaching and mentoring of managers which has led to increased managerial capability.
- Demonstrated ability to operate as a self-motivated personal Injury professional in a fast-paced and challenging operational environment.
- Demonstrated ability to successfully guide and support change initiatives, think strategically and lead projects.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise.
- Highly developed organising and planning skills with the ability to change priorities accordingly.
- Ability to apply specialist knowledge and expertise to address complex problems, gathering relevant information and generating and testing a range of solutions and outcomes.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence

- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

July 2024