

Assistant Manager Injury Management

STATEMENT OF DUTIES

JUNE 2024

Number	974618
Portfolio	People and Culture
Branch	Organisational Safety and Wellbeing
Section/Unit/School	Injury Management
Supervisor	Manager, Injury Management
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 7
Employment Conditions	Permanent/Fixed-term, Full-time 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave
Location	South

Primary Purpose

Lead the day-to-day operations of the Injury Management Unit through the effective and efficient management of workers rehabilitation and compensation services and associated activities which assist in the effective human resource management across the Agency.

Level of Responsibility/Direction and Supervision

Responsible for the effective and efficient day to day management and supervision of staff within the Injury Management Unit including the provision of consultancy and advisory services to principals, managers and staff in respect to workers compensation, rehabilitation, and associated welfare issues and activities.

The occupant will work with significant autonomy in day-to-day activities with limited guidance and instruction from the Manager of Injury Management.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Oversee the management of complex workers compensation claims, enquiries and disputes, including injury management and other related matters in accordance with relevant legislation, industrial provisions and Government policies and procedures.
2. Represent the Department in a range of forums, projects and reference groups, and provide specialist advice and instructions regarding legal matters to other Agencies, particularly the State Litigation Office, and the Fund Administration Agent.
3. Lead the provision of an efficient, effective, confidential and quality consultancy service in relation to the administration and management of complex workers compensation claims, including identifying and implementing improvements to operational processes and service delivery practices within the Injury Management team.
4. Manage the settlement of lower quantum claims, including preparation of associated correspondence, reports and minutes for senior management.
5. Provide high-level expert advice to senior management and staff involving workers compensation processes and policies in accordance with the Injury Management Program (IMP)
6. Oversee the efficient delivery of quality rehabilitation services, through appropriate liaison with principals, managers and other key stakeholders, and monitor return to work outcomes to ensure continuous improvement in line with the Department's IMP.
7. Manage matters that are listed before the Tasmanian Civil and Administrative Tribunal including representing the Department in teleconferences, conciliation conferences and hearings, as required.

8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
9. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated extensive knowledge and experience in the management of complex workers compensation claims and injuries.
2. Demonstrated knowledge and understanding of relevant legislation, particularly the *Workers Rehabilitation and Compensation Act 1988*, and associated policies, procedures and practices in regard to workers rehabilitation and compensation.
3. High level leadership and management skills and the ability to deliver best practice services, including the capacity to guide, direct, motivate and develop staff to provide timely and quality client focussed services.
4. Demonstrated high level strategic, conceptual, analytical, and creative skills, with the capacity to use initiative, plan and to ensure that deadlines are met, together with the ability to make sound judgements.
5. High level interpersonal skills, including well developed oral and written communication, negotiation and conflict resolutions skills, together with an ability to maintain confidentiality and establish and manage relationships with a broad range of internal and external stakeholders.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- The completion of tertiary qualifications in Human Resources Management or other relevant field, or a significant background in Human Resources Management.
- Statement of Attainment as an Injury Management Coordinator in accordance with the provisions of the Workers Rehabilitation and Compensation Act 1988 or Certificate IV in Personal Injury Management.

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 973874 – Deputy Director Strategic Recruitment and Payroll
Operations – DATE
Request:
Date Duties and Selection Criteria Last Reviewed: 06/24 SW
