



West Wimmera Health Service

Position Description

Position:	Return to Work Coordinator
Location:	Based at Nhill but may be required to work across all sites as mutually agreed upon
Reporting to:	People and Culture Manager
Division:	Quality and Safety
Award:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 Or Health and Allied Services Managers and Administrative Workers (Victorian Public Health Sector) Enterprise Agreement 2021 – 2025
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Total Care - *delivering care that is safe, effective and person-centred, always*

Safety – *providing a safe workplace and services free from avoidable harm*

Unity - *working well together in a great place to work*

Accountability - *doing the right thing by our stakeholders and ourselves*

Innovation – *using our imagination - if there's a better way we will find it*

Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• Employees• Managers• Executive Directors• Chief Executive Officer• Allied Health• Visiting Medical Officer's	<ul style="list-style-type: none">• Consultants• Consumers• Community

Position Overview:

To assist the Return to Work Coordinator to coordinate all Workcover claims in accordance with the Victorian Workcover Compensation Legislation. Assist in Developing, implementing and providing high quality return to work and rehabilitation services to staff. To assist West Wimmera Health Service in the prevention and minimisation of work related injuries and illnesses through proactive strategies.

Key Selection Criteria:

Essential:

1. Effective communication and organisational skills
2. Worker screening clearance – police check, working with children check and NDIS worker screening check (applicable to disability support and service providers only).
3. Evidence of completed COVID-19 Vaccination.
4. Tertiary qualifications in any health sector discipline or Occupational Health & Safety and/or experience in Return to Work procedures as legislated by the Victorian Authority Workers Compensation System.
5. Ability to learn quickly, excellent analysis, reporting and writing skills.
6. Experience in Quality Improvement Principles and Information Management.
7. Victorian Driver's License.

Desirable:

1. Previous experience in a Return to Work Coordinator or similar role

2. Working knowledge of relevant Occupational Health & Safety and Workers Compensation and Legislation.
3. Accredited Return to Work Coordinator (or willingness to attend Return to Work qualification training) or significant Return to Work experience.
4. Post Graduate qualification.

Key responsibilities:

- To support the organisation to deliver quality services.
- To effectively and efficiently manage and continuously improve return to work outcomes and decrease injury rates.
- To enhance organisational corporate capability and culture by representing West Wimmera Health Service at conciliation conferences and other hearings as necessary.
- To strengthen relationships with injured workers and case managers to enhance to facilitate better recovery rates.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Demonstrate a leadership style that is ethical, transparent and approachable.
- Provide a clear sense of direction in line with strategy and the Victorian Workers Compensation system.
- Facilitate effective and productive meetings.
- Assist and advise management on how to manage injured workers effectively and sustain return to work.
- Actively participate in the planning of an injured worker's return to work and effectively liaise with all parties involved to ensure all required information is obtained and processed as required.
- Ensure all return to work plans remain up to date and comply with relevant rules and regulations.
- Respond appropriately to other's emotions while retaining appropriate professional distance.
- Respond with a solution focused manner when faced with complex situations or change.

- Ensure that Victorian Workers Compensation Standards are met and relevant with West Wimmera Health Service policies and procedures.
- Initiate, maintain and promote Victorian Work Safe standards and return to work research with the aim of improving return to work outcomes and return to work claim rates for West Wimmera Health Service.
- Using an effective approach, collate data and oversee the development for individual's successful return to work plans.
- Coordinate and conduct case conferences and case reviews to manage the progress of injured worker's recovery and their return to work program and identifying problems, reallocating resources and altering plans and strategies as appropriate.
- Encourage injured workers to participate in appropriate professional activities.
- Work closely with Return to Work Coordinator, Pay Office personnel and Executive Directors to ensure they are fully informed and kept up to date on the progress of all injured workers.
- Observe performance of all injured workers and assist managers with staff appraisals and performance management as requested.
- Be one of the first points of contact for staff and managers regarding workplace injuries, return to work and rehabilitation programs for injured workers.
- Ensure West Wimmera Health Service meets its obligations under the Workplace Injury Rehabilitation and Compensation Act 2014 when a worker sustains a workplace injury.
- Ensure the injured worker receives all required information when a workplace injury has been sustained.
- Liaise professionally with the key stakeholders in relation to an injured workers return to work plan, treatment recommendations, accurate completion and administration of workcover required paperwork.
- Ensure all new staff members are made aware of what they need to do should a workplace injury occur.
- Attend relevant training courses and conferences as required to ensure an acceptable level of knowledge is retained.
- Ensure an injured worker's return to work is safe and sustainable.
- Communicate priorities and objectives for an injured worker to return to work and demonstrate excellent planning, managing and monitoring skills.
- Be a primary point of contact for staff and managers regarding work place injuries, return to work and rehabilitation programs for injured workers.
- Recognise when to take action in referring injured workers onto other health professionals.
- Any other associated duties as delegated by Executive Director of Quality and Safety at any time.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients,

consumers, volunteers and colleagues.

- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.
- Ensure you are aware of the West Wimmera Health Service's emergency procedures.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other relevant team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Communicate effectively with insurance agents, injured workers, treating health professionals and relevant managers to ensure strong relationships and assist with claims progression and completion

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By Executive Director of Quality and Safety	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: