

Senior Return to Work Coordinator

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	ASO6	DIRECTORATE:	People and Culture
REPORTS TO:	Manager, Safety and Wellbeing	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Senior Return to Work Coordinator is accountable to the Manager, Safety and Wellbeing for the provision of recovery and return to work services to employees of the department. The role is part of the Safety and Wellbeing Team and provides professional support and advice to work injured employees and a wide range of internal stakeholders in relation to the return to work process by coordinating between the employee, healthcare providers and key stakeholders across the department. This includes developing and implementing return to work plans and monitoring recovery progress.

YOU WILL BE ADDING VALUE BY:

1. Providing highly effective and sustainable vocational rehabilitation and injury management consultation services to injured employees and worksites within a medical/legal, industrial and public sector environment, ensuring objectives are met and delivered to the required standard and within required timeframes.
2. Developing, implementing and evaluating return to work goals, objectives and plans in collaboration with injured employees, treating practitioners and worksite managers that are outcome focused, and process driven and in keeping with the department's obligations around suitable employment.
3. Determining barriers to return to work and develop worker specific case management strategies.
4. Developing high-quality reports and correspondence to assist in management of the claim and return to work process.
5. Leading professional communication strategies and processes to establish and maintain effective working relationships with injured employees, treating practitioners, line managers, union representatives, and human resource personnel.
6. Developing and coordinating return to work documentation and placement processes, including resume preparation, job matching, canvassing for placements both internal and external to the department, and attending interviews to secure successful work placements.
7. Contributing to the development, implementation, and maintenance of government and departmental injury management policies, procedures, and improvement initiatives that promote optimal return to work outcomes for injured employees and the department.
8. Engaging in external audits and internal reviews, conducting regular analysis and refinement of work policies and practices to support continuous improvement objectives at both individual and team levels.
9. Ensuring work systems, practices, and administrative processes comply with legislative, departmental, and government policies and procedures, and are maintained to maximise efficiency and service delivery.
10. Providing expert advice, consultation, and support to departmental personnel on rehabilitation standards, obligations, legislative requirements, and injury management principles and processes, through both formal and informal information-sharing, advice, and training.
11. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Manager, Safety and Wellbeing (direct line manager)
- Injury Management Team
- Work Health and Safety Team
- Employee Relations Team
- Department Business Partners, Managers, Directors and Executive Directors.

QUALIFICATIONS

Essential: 2-3 years' experience in injury management, workers compensation or as a return to work consultant.

Desirable: Completion of return to work coordinator training (or willingness to obtain).



- People and Culture Team
- External Stakeholders such as Rehabilitation Consultants, Return to Work SA and various Medical Practitioners

YOUR CAPABILITIES:

- Strong knowledge of South Australian Workers Compensation legislation, with familiarity across other state and national frameworks desirable.
- Demonstrated ability to work collaboratively with multiple stakeholders such as employees, managers, medical professionals and insurers.
- Highly effective verbal and written communication and interpersonal skills to obtain the confidence of workers, advocates, line managers and treatment professionals to resolve issues and negotiate constructive outcomes.
- Comprehensive knowledge of all available ‘return to work’ services for workers and employers.
- Exceptional time management and organisational skills with a proactive mindset and excellent attention to detail.
- Computer literacy across MS Office suite and case management systems (e.g. SIMS).
- Ability to promote a positive return to work culture across the department.
- Ability to demonstrate an empathetic approach when dealing with highly sensitive matters.
- A commitment to continuous learning, inclusion and safe work practices.

OUR COLLECTIVE RESPONSIBILITIES	SPECIAL CONDITIONS
<ul style="list-style-type: none"> • Maintain accurate and complete records in accordance with the <i>State Records Act 1997</i> and departmental policies, procedures and practice guidance. • Understand and follow the requirements of confidentiality within the <i>Children and Young People (Safety) Act 2017</i>, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice. • Actively participate in performance development processes. • Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance. • Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure. • Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle. • Demonstrate a commitment to preventing gendered violence against women consistent with DCP’s status as a White Ribbon Accredited Workplace. • Actively support DCP’s commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences. • Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the <i>Public Sector Act 2009</i> and <i>Work Health and Safety Act 2012</i>. 	<ul style="list-style-type: none"> • You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry. • You must be an Australian resident or provide evidence that you have a current work permit. • You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required. • The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Manager, Safety and Wellbeing. • You must have a current driver’s license-Class C • You may be required to perform duties in other locations/divisions/unit dependent upon Departmental requirements. • Some intra/interstate travel (including in a small aircraft) including overnight stay may be required. • Some out of hours and weekend work may be required.

YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

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