



## **ASO5 Injury Management Case Manager**

### **Injury Management Section**

### **Health, Safety and Wellbeing Branch**

#### **ORGANISATIONAL OVERVIEW**

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South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

#### **POSITION OVERVIEW**

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##### **Summary**

SAPOL's People, Culture and Wellbeing Service provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

The Health, Safety and Wellbeing Branch provides expert advice, consultancy and support to the SAPOL community for health, safety, injury management and wellbeing.

The Injury Management Section is responsible for providing specialist support and coordination for employees who have sustained a work-related injury. The Section focuses on promoting recovery at work through early intervention, effective case management, and

Service

Integrity

Leadership

Collaboration

Courage

Respect



collaboration with internal and external stakeholders. Its primary objective is to facilitate a safe, timely, and sustainable return to suitable employment by aligning medical advice, operational requirements, and legislative obligations, while supporting the health, wellbeing, and long-term capacity of injured employees.

The Injury Management Case Manager is accountable to a Lead, Injury Management Case Manager, and is responsible for managing a portfolio of medium and low-risk physical and psychological injury claims and compensation matters in accordance with legislative, policy and organisational requirements. The role provides injury management, claims and compensation services that support recovery at work, return to work and sustainable employment outcomes, while balancing employee wellbeing, operational requirements and scheme sustainability. Working collaboratively with managers, employees, representatives and service providers, the position contributes to effective case management, risk mitigation, dispute resolution and continuous improvement initiatives across SAPOL's injury management framework.

### Special Conditions

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|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Work Status</b>            | The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check.<br><br>The incumbent may be assigned to other duties at this remuneration level or equivalent. |
| <b>Location</b>               | Adelaide CBD.                                                                                                                                                                                                        |
| <b>Qualifications</b>         | N/A.                                                                                                                                                                                                                 |
| <b>Out of Hours Work</b>      | Some out of hours work may be required.                                                                                                                                                                              |
| <b>Travel</b>                 | Some intrastate and interstate travel may be required.                                                                                                                                                               |
| <b>Performance Management</b> | The incumbent is required to participate in SAPOL's iEngage program.                                                                                                                                                 |

### Reporting / Working Relationships

The Injury Management Case Manager reports directly to a Lead Injury Management Case Manager and is accountable to the Manager, Injury Management. The role works collaboratively with Health Safety and Wellbeing staff, Human Resources and Governance Services, and provides specialist injury management, claims and compensation services to SAPOL managers and employees. The position also develops and maintains effective relationships with internal and external stakeholders, including employee representatives and industrial associations, as required

## KEY OUTCOMES

- Manage a portfolio of medium and low-risk physical and psychological injury claims and compensation matters in accordance with relevant legislation, policy, performance standards and organisational requirements.
- Assess, determine, and administer injury management, compensation and return to work matters to achieve timely, equitable and sustainable outcomes while appropriately managing organisational liability and risk.
- Develop, implement and monitor case management and return to work strategies that support recovery, capacity building and durable return to work outcomes.
- Gather, analyse and evaluate medical, vocational, financial and other relevant information to support decision-making, claim determinations, compensation assessments and case management activities.

- Establish and maintain productive relationships with managers, employees, employee representatives, treatment providers and rehabilitation providers to facilitate effective communication, provide guidance on injury management processes and obligations, and support positive case outcomes.
- Assess and manage Whole Person Impairment, redemption, recovery and other compensation matters within delegated authority, including the preparation of reports, recommendations and supporting documentation.
- Contribute to dispute resolution activities and the management of tribunal-related matters through the preparation of documentation, liaison with stakeholders and participation in negotiations and case conferences as required.
- Monitor claims and compensation trends, identify emerging risks and opportunities for improvement and contribute to the enhancement of injury management systems, processes and practices.  
Contribute to a collaborative and positive workplace culture by sharing knowledge, promoting continuous learning, and building capability in injury management practices across SAPOL.

## QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

### Essential Minimum Requirements

- Demonstrated experience managing injury management, workers compensation, rehabilitation and/or claims portfolios within a large and complex organisation.
- Well-developed knowledge and experience interpreting and applying the *Return-to-Work Act 2014*, associated Regulations, Impairment Assessment Guidelines, relevant policies and the Code of Practice for Crown Self-Insured Employers.
- Demonstrated experience managing medium complexity claims and compensation matters, including the development and implementation of case management and return to work strategies.
- Demonstrated ability to gather, analyse and synthesise medical, vocational, financial and other complex information to support evidence-based decision-making and case outcomes.
- Knowledge of organisational structures, policies and workplace practices and the ability to apply this knowledge to achieve effective injury management and return to work outcomes.
- Demonstrated experience interpreting and applying workers compensation and compensation principles.
- Well-developed communication, consultation and negotiation skills, including the ability to prepare high-quality reports, recommendations, correspondence and case documentation.
- Demonstrated ability to work with initiative under limited direction, manage competing priorities and exercise sound judgement in achieving outcomes within delegated authority.
- Demonstrated understanding of medical terminology, workplace injuries, recovery principles and return to work practices.
- Experience using claims management systems and analysing data to support case management activities, reporting and service improvement initiatives.

### Desirable Characteristics

- Hold a tertiary qualification in Injury Management, Rehabilitation, Human Resources, Work Health and Safety, Psychology, Law, Business or a related discipline.
- Experience working within a self-insured workers compensation environment.
- Knowledge of and experience using the Self Injured Management System (SIMS) or comparable workers compensation and claims management systems.
- Knowledge of South Australian Public Sector Injury Management Standards.

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## CORPORATE RESPONSIBILITIES

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- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- 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 *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.