

Position description Wellbeing & Rehabilitation Advisor

Position details:

Position title:	Wellbeing & Rehabilitation Advisor	Reports to:	Manager People & Culture
Department/Division:	People and Culture	Direct reports:	Nil

Position:

The Wellbeing & Rehabilitation Advisor will support the Goodwin People and Culture team in the administration and coordination required to expedite the return to work of ill and injured employees where it is safe and practicable to do so. The Wellbeing & Rehabilitation Advisor will primarily be accountable for:

- Applying early intervention measures in response to workers compensation claims.
- Consulting with relevant stakeholders involved in the rehabilitation and return to work process.
- Providing comprehensive rehabilitation services, including the development and implementation of rehabilitation programs and plans.
- Contributes to the achievement of organisation injury management targets.
- Meeting legislative and performance/system requirements.
- Coordinate Goodwin annual wellness calendar.

Key performance indicators:

Early intervention:

- Ensure prompt notification and escalation of new incidents of employee injury and/or illness, report on existing cases, coordinate the return to work meetings and undertake secretarial duties to ensure accurate documentation and assignment of actions with set times frames.
- Assess employee's rehabilitation needs and identify the most appropriate rehabilitation facilities and services in a timely manner.
- Engage with the employee and provide them with relevant information in a timely manner.
- Establish early return to work goals, objectives and programs/plans in consultation with injured employees, their representatives, treating practitioners and the employee's manager.
- Provide timely information and advice to key persons and apply relevant rehabilitation counselling strategies and methodologies to assist work injured employees return to work.

Rehabilitation services:

- Actively manage cases of employee's injuries and/or illnesses.
- Develop, implement and monitor suitable duties programs including the development of Return to Work Plans and the maintenance of a Suitable Duties and non-work related illness/injury registers.
- Undertake case reviews and case management planning with internal/external providers and management.
- Research work injuries, treatment profiles and recovery rates to plan case management strategies and progress return to work objectives with injured employees and their medical rehabilitation providers.
- Utilise all available resources to maximise achieving early, safe and sustained return to work outcomes.
- Provide timely information and advice to key persons and apply relevant rehabilitation counselling strategies and methodologies.
- Regularly review, assess and realign goals and strategies in order to progress rehabilitation, return to work and injury management outcomes.
- Provide rehabilitation technical knowledge and guidance to relevant stakeholders.

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- Conduct file and claim reviews with relevant stakeholders as required.

Wellness duties:

- Development and implementation of the Goodwin wellness program.
- Meet a variety of employee wellness needs by liaising with the managers to create and implement effective programs.
- Publish wellness information on intranet.
- Design and promote company wellness activities.
- Inform employees of relevant changes to the wellness program.
- Evaluate the success of the wellness program by determining participant satisfaction levels.

Systems & compliance:

- Ensure systems, practices and administrative processes comply with legislative requirements and are maintained to maximise efficiencies and service provisions.
- Maintain required data systems and the provision of appropriate, regular, accurate and reliable reports to management.
- Meet performance and standards in accordance with the legislation and the relevant workplace authorities' performance standards.
- Analyse employee injury, illness and workers compensation performance data and provide recommendations for continuous improvement.

Stakeholder relations:

- Establish and maintain effective working relationships with all stakeholders.
- Investigate and respond to stakeholder issues associated with the rehabilitation and return to work process. Escalate to a higher authority where necessary.

Other:

- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Commitment to quality systems and continuous improvement.

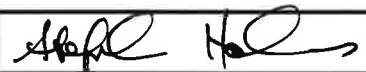
Selection criteria:

Essential qualifications:

- Medical or Allied Health Qualification.
- Registration with relevant authority or board AHPRA/ESSA.

Essential Skills:

- Experience in coordinating all aspects of injury management and workplace rehabilitation, retraining, claims management and return to work coordination.
- Comprehensive and practical understanding of Workers Compensation legislation, principles and contemporary injury management practices.
- Highly developed interpersonal skills and the ability to negotiate, resolve conflict and communicate effectively with employees at all levels and external providers.
- Highly developed written communication, administration, time management and computer skills.
- Demonstrated ability to provide return to work coordinator and rehabilitation case management in accordance with the relevant workplace authorities standards.
- Experience in insurance management and premium reduction for workers compensation claims.
- Ability to exercise discretion and initiative when dealing with matters of a confidential and sensitive nature.

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<ul style="list-style-type: none"> • Microsoft office and reporting skills. • Unrestricted Australian drivers' licence. 			
<p>Desirable Skills:</p> <ul style="list-style-type: none"> • Tertiary qualifications in injury and case management or equivalent professional experience. • Understanding of the Aged Care Industry 			
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • High ethical standard, is trustworthy and confidential. • Works well individually and as a team member. • Has consideration and respect for others and their views. • Adapts to changing environments and demands. • Enthusiastic, energetic, projects a positive image. • Good attention to detail, efficiency and effectiveness. 			
Work health and safety:			
<ul style="list-style-type: none"> • Participate and contribute to Work Health & Safety practices to ensure a safe work environment. 			
Position approval:			
<p>This position is approved under Common Law Contract at a negotiated salary package.</p>			
Authorisation:			
<p>This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the CEO/COO signature.</p>			
<p>CEO/COO signature:</p>		<p>Date:</p>	<p>19/10/17</p>

