# Position Details

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Injury Management Advisor |
| Job Reference: | 62793 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Health Wellbeing and Injury Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Amanda Somerville via email [Amanda.Somerville@csiro.au](mailto:Amanda.Somerville@csiro.au)  *Please do not email your application directly to Ms Somerville. Applications received via this method may not be considered by the selection panel.* |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au) |
| How to Apply: | Please apply online at jobs.csiro.au and enter the job reference number. Internal applicants please apply via ‘Jobs Central’ through the ‘People Hub’ icon |

## Role Overview:

Administrative staff in CSIRO provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The Injury Management Advisor (IMA) reports to the Health, Wellbeing and Injury Manager within the Health, Safety and Environment team. The IMA will be responsible for providing case management support to injured and ill employees under the compensation and non-compensation rehabilitation streams. The IMA provides expert rehabilitation advice and coaching to stakeholders to drive improvements in injured worker rehabilitation outcomes, injured worker satisfaction, and return to work outcomes.

Key Relationships:

Internal: Injured/ill CSIRO employees, Business Unit line managers, Human Resources Advisors and Managers, Workplace Relations, HSE and Employment lawyers. Within the HSE team, critical relationships are with the EM HSE Business Partners, HSE Managers, and HSE Advisors.

External: Comcare, Medical Practitioners, Rehabilitation and other service providers.

## Duties and Key Result Areas:

* Use discipline expertise to support implementation of CSIRO’s HSE strategy through planning and delivery of proactive rehabilitation, return to work and injury management strategies to drive improved return to work rates and focussing on organisational consistency.
* Contribute to HSE projects (in particular those focusing on injury management) and provide input as required to positively challenging the status quo in an effort to influence continual injury management improvement.
* Develop and maintain strong relationships with injured employees, line managers, HR managers, HSE team members and other internal stakeholders through developing knowledge and understanding of their rehabilitation, return to work and injury management needs by:
  + Providing expert injury management advice and return to work support by identifying barriers and developing strategies to overcome these.
  + Providing coaching and support to stakeholders on the return to work process.
  + Collaborating with medical practitioners and rehabilitation providers to ensure a common goal is worked towards.
* With limited guidance, develop solutions to complex and challenging injury management issues in partnership with relevant work groups.
* Contribute to a cohesive, collaborative, innovative HSE team and modelling desired culture.
* Provide hands on injury management support to operational staff, and other stakeholders when required. This will require working remotely with staff across multiple CSIRO locations.
* Coach and educate staff through knowledge sharing across relevant organisational teams, use best practice and communities of practice to enhance the overall Health, Wellbeing and Injury Management performance.
* Flexibly and agilely contribute to multiple teams, manage multiple priorities, and support various staff needs.
* Endorse HSE culture and lead by example, acknowledging and promoting behaviours to enable a positive and proactive HSE culture across the business by sharing HSE knowledge, best practice and lessons learnt.
* Facilitate a culture of continuous HSE improvement across the organisation particularly within the Health, Wellbeing and Injury Management team.
* Actively participate in the development of innovative best practice solutions, ensuring holistic management of the quality of rehabilitation being provided:
  + As the delegate for rehabilitation, direct the rehabilitation provider in program strategies and actively manage costs and durations.
  + Collaborate with team members to consistently review and refine the Rehabilitation Management System.
* Access to personal or other sensitive information, whether of CSIRO staff and affiliates, or members of the public.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration: Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.**
2. **Influence and Communication: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. A relevant tertiary qualification such as an allied health disciplineor injury management experience and/or wellbeing, claims/rehabilitation experience within a large or complex organisation.
2. Proven in depth knowledge of managing complex cases under the SRC Act 1988.
3. Comprehensive knowledge and experience in interpreting medical advice and developing return to work programs based on that advice and the advice of stakeholders, including identifying barriers to return to work and strategies to overcome these.
4. Proven ability to understand stakeholder priorities as well as leveraging and contributing to HSE teams in the design / delivery / implementation of communication strategies (written and verbal – e.g. training) to deliver consistent messaging across the organisation.
5. Proven ability to lead and participate in ongoing knowledge transfer across the HSE team and stakeholders coupled with the ability to provide support and direction for others in the team by coaching and supporting staff and fostering open communication and strong collaboration.
6. Demonstrated ability to enhance performance by continuously improving delivery of consistent, best practice injury management services e.g. making changes, different ways and methods, reviewing procedures
7. Demonstrated ability to build trusted relationships with a broad range of stakeholders to enable collaboration and the achievement of common objectives.
8. **A history of professional and respectful behaviours and attitudes in a collaborative environment.**

## Special Requirements:

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

The successful candidate will be asked to obtain and provide a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Information disclosed in a National Police Check will only be considered if it is relevant to the inherent requirements of the job.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!