



Return to Work Coordinator

POSITION
DESCRIPTION

Position Description

Position title	Return to Work Coordinator
Business Area	People Division
Number of Direct Reports	None
Immediate Manager	HSE Manager
Award	Administrative Employees Enterprise Agreement 2021 or its successor
Location	Springfield Depot, Moonah
Role Purpose	The Return to Work Coordinator is responsible for providing sound advice and proactive co-ordination of injury and illness prevention initiatives including workers compensation claims and non-compensable injuries and illness cases with support from the People & Safety team.

Organisational Requirements

All positions within Metro Tasmania will support the achievement of the Metro Tasmania Vision to be a customer centric public transport provider.

Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and Metro Tasmania policies and procedures.

While at work employees must take reasonable care of their own health and safety and the health and safety of others, including those working under their supervision or direction that may be affected by their acts or omissions in accordance with relevant State and Federal Work Health and Safety Legislation.

Our Values

Safety	Keep people safe
Improvement	Challenge the status quo
Teamwork	Better together
Respect	Respect everyone

Role Accountabilities

Rehabilitation and return to work co-ordination duties	<ul style="list-style-type: none"> Contribute to the efficiency of the People team with timely processing of administrative tasks which include but not limited to Purchase orders and invoices, responding to queries in the people and safety help desk. Manage the coordination of Public Passenger Vehicles (PPV) medicals for existing employees. Implement early intervention strategies to reduce the impact of injuries on team members and ensure effective claims management strategies to minimise the cost of workers compensation at Metro Foster a partnership agreement with the Metro workers compensation insurer Promote a positive and proactive approach to injury management (workers compensation and non-compensable cases) by managing all case files efficiently and effectively providing regular reporting and feedback to leaders
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- Develop return to work plans in conjunction with all stakeholders, facilitating the updating of plans, communications and co-ordination of cases management meetings
- Demonstrates an interest and understanding of others
- Builds a wide and effective network of contacts inside and outside the organisation

Organising and planning responsibilities	<ul style="list-style-type: none"> • Produce monthly reporting and analysis on workers compensation and non-compensable rehabilitation and return to work plans. • Assist with the completion of monthly ELT and Board reporting. • Works in a systematic, methodical and orderly way • Monitors and maintains quality and productivity in relation to purpose of the role • Structures information to meet the needs and understanding of the intended audience
Stakeholder Management	<ul style="list-style-type: none"> • Ensure safety information remain current • Engage with stakeholder to ensure collaboration in problem solving and identifying preventative initiatives.
Projects and Other Tasks	<ul style="list-style-type: none"> • Manage special projects as delegated by the HSE Manager from time to time.
Safety and Wellbeing (Organisational)	<p>Promote and provide active leadership for a safe working environment at Metro Tasmania, this includes and is not limited to:</p> <ul style="list-style-type: none"> • Reducing potential for injuries to staff, contractors and members of the public; • Partaking in lead and lag reporting practices; • Championing safety in all activities; • Having confidence and authority to immediately stop any dangerous activities; • Promote and drive safe work practises which improve lost time injuries and workers compensation due to minimising injuries; and promote wellbeing and preventative activities.

Decision Making

- Approve purchase orders and invoices as per Delegation Authority Manual.

Management Authorities (if appropriate)

Refer to the Delegation of Authority Manual.

Key Relationships

Internal

People leaders
Executive Leadership Team
People Division Team members
All other Metro employees

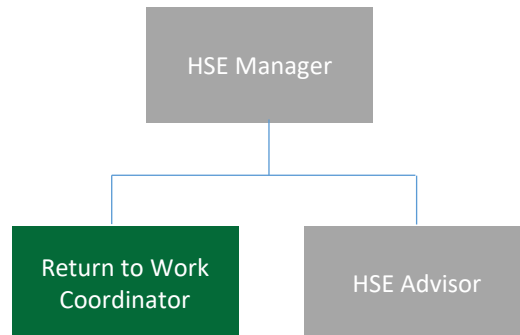
External

Union Delegates and Officials
Metro's Contractors
Medical providers
Insurance agencies

Position Description

HSR representatives including WHS Committee Members

Organisational Chart



Qualifications and Experience

- Vocational or tertiary qualifications in a relevant discipline or demonstrated relevant experience
- Experience in driving behavioural change utilising observation, data and analytics to understand trends in behaviour and attitude
- Ability to influence and drive outcomes with key parties including injured workers, people leaders, medical treating professionals and insurer
- Demonstrated high level communication and interpersonal skills, with proven ability to work effectively with all internal and external stakeholders
- Excellent time management and prioritisation skills and ability to manage a diverse workload with competing priorities
- Well-developed interpretive skills along with the ability to make sound judgments and solve problems as required.
- Demonstrated capacity to manage sensitive issues and information with tact and discretion.

Approval

Date: June 2022

Approved by:

Katie Cooper, Chief Executive Officer