

POSITION DESCRIPTION

Position Title:	Injury Management Coordinator – Mental Health Specialist
Business Unit/Department:	Injury Management and Workplace Health
Division:	People, Culture & Communications
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Injury Management and Workplace Health Manager
Direct Reports:	NA
Date Prepared/Updated:	1 April 2026

Position Purpose
<p>Reporting to the Manager Injury Management and Workplace Health, the Injury Management Mental Health Specialist will be responsible for:</p> <p>All aspects of Injury Management including:</p> <ul style="list-style-type: none"> • Early Intervention Strategies • Injury Assist Leave Program • WorkCover Management, RTW and Administration • Work related and non-work related RTW programs
Business Unit Overview
<p>The Injury Management and Workplace Health Unit reports to the Director of Employee Relations, Business Partnerships and Injury Management, which forms part of the People, Culture & Communications Division. The Unit supports a range of services to management and staff across all areas of Western Health in relation to both work and non-work related injury management, rehabilitation/return to work programs and assisting with redeployment if necessary; the Unit also liaises with external agencies such as Authorised Insurers, WorkSafe, Occupational Rehabilitation Providers and treating health practitioners as well as assisting with wellbeing initiatives from time to time as required. The Injury Management and Workplace Health team are committed to working as a partner with management and staff to help achieve Western Health's goals and objectives. In addition to providing guidance and advice on a broad range of Injury Management issues, the team strives to support early intervention strategies and services to maximise the most effective outcomes for injured employees.</p>
Key Responsibilities

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Contribute to the management of effective Injury Management Health and Workplace Health as directed, in collaboration with key stakeholders:

- Immediately discuss available wellbeing and support resources.
- Proactively discuss early intervention initiatives to prevent long-term absence or disconnect.
- Collaboratively support Recovery at Work (RAW) if safe to do so.
- Obtain a timely assessment of capacity; focus on duties that can be done not what cannot.
- Consult with and act as the key contact between injured workers, managers, treating health practitioners (psychologists/GPs), insurers, and occupational/vocational rehabilitation providers
- Provide specialist advice to managers and People & Culture on complex mental health cases, legal compliance (e.g., WIRC Act), and injury management strategies
- Manage a portfolio of work-related mental health claims, providing end-to-end support to injured employees.
- Ensure that an effective working relationship occurs with the WorkCover Insurer in accordance with the Service Level Agreement and that tasks are completed in a timely and efficient manner.
- Attend and provide input at the formalised Employer/WorkCover Insurer claim reviews.
- Review monthly reports from the WorkCover Insurer, ensuring all open claims have a current RTW offer and a definitive plan to achieve pre-injury status.
- Ensure compensation reimbursements are accurate, are reconciled as soon as possible and that claims are closed in a timely manner.
- Oversee Medical and Like expenses ensuring they are relevant and that services are reasonable and in line with WorkSafe's 'Clinical Framework' guidelines.
- Participate in reviews and investigations conducted by external bodies as required.
- Provide accurate statistical data and reports to assist in monitoring RTW outcomes.
- Participate in working groups/committees as required.
- Actively promote safe work practices to assist in achieving a safe workplace culture.

Other duties:

- Ensure ongoing continuous improvement of policies, procedures, and other supporting documents to ensure that they are effective, accurate and current.
- Keep well informed of federal, state and local legislation, and Australian standards which may affect Western Health.
- Other duties as directed.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager - Injury Management and Workplace Health
- Director - Employee Relations, Business Partnerships and Injury Management
- Team Leader
- Other Injury Management Team Members
- OHS Advisors
- Divisional Line Managers and Supervisors,
- People and Culture Employee Relations Business Partners
- All Staff

External:

- Authorised Insurer
- Rehabilitation Consultants

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- General practitioners and other medical specialists
- WorkSafe Victoria RTW Inspectorate

Selection Criteria

Essential:

- Demonstrated experience in providing mental health support to injured workers
- Advanced skills in RTW, Recovery at Work (RAW) and early intervention practices
- Sound working knowledge of the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act)
- Good understanding of claims costs and knowledge of WorkCover premiums models
- Practical experience in claims management preferably with a large employer or insurer
- Ability to self-determine action on key issues to drive positive Return to Work outcomes
- Highly developed interpersonal skills, including capacity to build and maintain respectful working relationships
- Excellent negotiation and conflict resolution to engage with stakeholders
- Ability to develop and present quality education and training sessions.
- Exceptional analytical and problem-solving skills.
- High level competency with computer software systems (e.g. Excel, Word, PowerPoint, Outlook).
- Ability to multi-task and demonstrate effective time management.
- Minimum 3 years' experience in injury/rehabilitation case management.

Desirable:

- Understanding of the Occupational Health & Safety Act (2004)
- Exposure to managing non-work-related injuries
- Working knowledge of SAP payroll system
- Experience in healthcare
- Project management skills
- Current Certificate IV - Training and Assessment

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:			
Employee's Signature:		Date:	

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