ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Office of Industrial Relations and Workforce Strategy

Business Unit: Injury Management Team - Work Safety Group

Position Title: Rehabilitation Case Manager

Position Number: P13336

Classification: ASO6

Location: Canberra City

Last Reviewed: January 2025

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

DIVISION OVERVIEW

The Office of Industrial Relations and Workforce Strategy (OIRWS) was established to continuously improve ACT employment conditions and workforce productivity.

It brings together the staff, systems and infrastructure responsible for ACT public sector workforce planning, health, safety, integrity and employment conditions, the ACT industrial relations policy and legislative arms and related service areas. It will:

- optimise ACT workplace relations regulatory frameworks by monitoring the performance of and reforming work health and safety, workers' compensation, public sector employment, workplace privacy and portable long service leave legislation;
- provide community and government property management and accommodation services and manage the Secure Local Jobs Code; and
- build the capacity, capability and agility of the ACT public service by:
    - developing and leading innovative workforce transformation strategies, policies and programs;
    - devising and delivering workers' compensation, health safety and wellbeing services and programs that improve workforce health and resilience;

- developing progressive employment policy and promoting its consistent and compliant application;
- ensuring exemplary professional standards and accountability via integrity practice and frameworks; and
- providing efficient and effective support services to the ACT public sector including financial functions, payroll and recruitment.

The work of the OIRWS will develop and maintaining cooperative and constructive relationships with its stakeholders, focussing strongly on education, consultation and awareness raising.

The intent is to build greater trust with, and between, all stakeholders and ensure that employee workplace experiences are consistent across the ACTPS.

GROUP OVERVIEW

The Work Safety Group is responsible for:

- management and prevention of workplace injuries and workers' compensation self-insurance arrangements for the ACT Public Sector;
- management of the ACT private sector workers' compensation Scheme (the Scheme) - including policy, legislation and the supervision of the ACT Default Insurance Fund;
- the provision of health and safety services and safety system improvement programs to ACT government directorates;
- the provision of advice and development of legislation on industrial relations (including workplace health and safety, dangerous substances and asbestos, workers' compensation, workplace privacy and portable long service leave);
- support for the ACT's contribution to the national harmonisation of work health and safety and workers' compensation laws.

BUSINESS UNIT OVERVIEW

The Strategy and Services Branch conceptualises, designs, implements and evaluates an integrated and contemporary program of work to optimise the health, safety and wellbeing of ACT public sector employees.

The Injury Management Team is responsible for the delivery of return to work and injury management services, including rehabilitation case management, to ACTPS workplaces and injured or ill ACTPS workers.

The team advocates and champions a culture of care, to minimise the adverse health, social and economic consequences of injury and illness for the ACT public sector and its employees.

DUTIES / RESPONSIBILITIES

Rehabilitation case managers operate within small teams under the limited direction of an Assistant Director with the aim of assisting Directorates to achieve successful return to work outcomes for injured or ill ACTPS personnel. Key stakeholders include injured employees and their supervisors, Human Resource managers, health professionals and the claims administrator.

Whilst rehabilitation case managers do actively collaborate with their colleagues, much of their work requires them to operate independently, liaising with stakeholders by telephone, email or in

person. They are also required to undertake related administrative tasks and maintain detailed records, with a significant amount of their work day involving computer-based activities.

Rehabilitation case managers have the responsibility to ensure the effective, targeted and holistic case management and successful return to work of injured or ill employees.

Key responsibilities include:

- Provide proactive case management activities and practices, with the aim of supporting and assisting injured employees in their return to work following injury or illness;
- Undertake liaison with Directorates, claims administrators and other stakeholders to achieve optimum rehabilitation and return to work outcomes;
- Consultation with Directorates to take on a key role in the management of complex compensation and non compensation cases including the implementation of injury management policies and processes; interpretation of relevant legislation and championing the implementation of best practice injury management across Government;
- Identify factors impeding a Directorate's ability to meet ACTPS injury management initiatives and seek to assist in designing remedial actions;
- Assist Directorates with the identification of suitable duties and implemention of appropriate injury management action planning;
- Work with colleagues to identify strategies and education programs for improving ACTPS injury management;
- Contribute to a positive, learning and continuous improvement culture within the injury management team
- Apply best practice injury management principles within the public sector;
- Maintain and complete electronic case records to standards required and meet reporting and data collection requirements. Maintain records in accordance with the *Territory Records Act 2002 and Health Records (Privacy and Access) Act 1997* .
- This position does not require a pre-employment
- This position does not require a Working with Vulnerable People Check, although this is beneficial in working with some of our Directorate partners
- This position does not involve direct supervision of personnel

SELECTION CRITERIA

1. Proven analytical abilities including the capacity to assimilate information from multiple sources; interpret and apply legislation and policy within complex frameworks using sound judgement.
2. Demonstrated ability to plan, prioritise, and organise self and others to achieve timely completion of activities while maintaining high standards of accuracy and attention to detail.

3. Highly developed interpersonal, influencing, negotiation and conflict resolution skills with the ability to foster productive working relationships with stakeholders.

4. Exceptional professional written and oral communication skills, with a demonstrated ability to communicate clearly, confidently and succinctly.

5. Demonstrated experience in applying the public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices.

QUALIFICATIONS/ REQUIREMENTS

Educational and professional qualification checks may be undertaken prior to employment.
Qualifications and or extensive practical experience in Work Health & Safety, Human Resources, Allied Health or other related disciplines and/or experience in case/claims management and rehabilitation will be well regarded.

Further information on working at CMTEDD can be found at:
http://www.jobs.act.gov.au/__data/assets/pdf_file/0010/839467/Working-in-CMTEDD.pdf

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Rehabilitation Case Manager and indicates how frequently each of these requirements would be performed. The Division works within an activity based working environment. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Workstation - activity work based environment	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally

Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally