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: Strategy and Services Branch, Work Safety Group

Position Title: Work Rehabilitation Officer, Work Rehabilitation Service

Position Number: P64785

Classification: Health Professional 2

Location: 220 London Circuit, Canberra

Last Reviewed: 14/09/2026

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. 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) provides the formal structure to lead the ACT Public Service (ACTPS) industrial and employment agenda into the future.

OIRWS has a strong and clear focus on education, consultation and awareness raising.

It provides a unique opportunity to shape the culture and workforce practices of the ACTPS. OIRWS drives workplace reform through progressive enterprise agreement and contemporary employment policy development. Importantly, the Office has the authority to develop and actively implement whole of government policies.

OIRWS also provides support to ACTPS directorates and agencies working through complex industrial and employment policy matters.

OIRWS supports a more effective ACTPS – where strategy, industrial relations, WHS and employment policy and governance are developed and delivered in a consistent and collaborative manner.

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

OIRWS consists of:

- ACTPS Employment and Industrial Relations;
- Work Safety Group;
- Public Sector Employment;
- Culture Transformation;
- Professional Standards Unit;
- Workforce Strategy and Recruitment;
- Shared Services Payroll & HR Systems.

WORK SAFETY GROUP OVERVIEW

The Work Safety Group is responsible for:

- management and prevention of workplace injuries and workers' compensation self-insurance arrangements and claims case management for ACTPS employees
- whole of government work health, safety and wellbeing policies, programs and systems and safety system improvement support for ACT government directorates and agencies
- injury management and work rehabilitation support and services for ill and injured ACTPS employees, including early intervention programs
- the ACT private sector workers' compensation scheme
- ACT Government industrial relations and WHS legislation and regulations and the ACT's contribution to the national harmonisation of work health and safety and workers' compensation laws.

BUSINESS UNIT OVERVIEW

The government has a strategic intent to realise the health benefits of good work though healthy and safe work and workplaces. This requires an intentional and integrated approach to work health, safety and wellbeing though the prevention of harm, promotion of health and support when illness or injury occurs.

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. In doing so, it monitors, manages and continuously improves:

- the whole of government WHS management system, including the suite of supporting health, safety and wellbeing policies, guidance, tools and advisory services
- public sector workers' compensation claim administration, return to work and work rehabilitation services and early intervention programs and initiatives
- Comcare self-insurance licence conditions and associated legislation and the relationship with Comcare and the Safety Rehabilitation and Compensation Commission (SRCC), including support for the ACT's SRC Commissioner.

DUTIES / RESPONSIBILITIES

Under limited direction of the assistant director, the work rehabilitation officer supports the health benefits of good work through the delivery of work rehabilitation services for the ACTPS. The position is responsible for the delivery of work rehabilitation services ensuring that the injured or ill employee is at the centre of decision making.

The work rehabilitation officer reports to the assistant director and contributes to the team working collaboratively with internal and external stakeholders to facilitate the recovery at, or return to, work of ill or injured employees.

The work rehabilitation officer:

- delivers work rehabilitation services to a high standard
- demonstrates strong organisational skills, including the ability to prioritise and organise a complex workload and work within tight timeframes
- maintains the practice documentation and processes to support work rehabilitation services for ill or injured employees across the ACTPS
- ensures that services are provided in consultation with internal and external stakeholders and are data driven, evidence-based, client-centric and tailored to the diverse needs of ACTPS workplaces; and
- contributes to the team and branch.

To be effective in the role the work rehabilitation officer will:

- have an ability to manage confidential and sensitive information whilst working towards achieving positive outcomes for injured or ill employees
- have service delivery experience, preferably in government settings
- be flexible, adaptive and comfortable with a changing working environment and priorities
- have well developed written and oral communication skills
- hold tertiary qualifications and professional registration in a relevant allied health field.

SELECTION CRITERIA

Applicants should be able to demonstrate their claims against the following criterion:

1. Experience and demonstrated record of achievement as an allied health practitioner.
2. Knowledge of contemporary work health safety, wellbeing and rehabilitation issues.
3. Sound written and oral communication skills and the ability to prepare a range of material including correspondence, reports and service delivery documents.
4. Demonstrated ability to work collaboratively with internal and external stakeholders.
5. Understanding of ACTPS values and 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.

Mandatory qualifications/ position requirements

- Relevant tertiary qualifications in an allied health discipline and a minimum of 2 years post qualification experience.
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA) or equivalent registration body.
- A current drivers licence.

Highly desirable

- Experience in the delivery of occupational rehabilitation services.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of work rehabilitation officer and indicates how frequently each of these requirements will be performed. 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 reading	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

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

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
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