

**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:** Assistant Director**Position Number:** P50160**Classification:** SOGC**Location:** Canberra City**Last Reviewed:** August 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.

WORK SAFETY 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 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.

DUTIES / RESPONSIBILITIES

The Assistant Director oversees a small team of Rehabilitation Case Managers, with the aim of assisting Directorates to achieve successful return to work outcomes for injured ACTPS personnel. The Assistant Director operates as part of the broader Injury Management Team, with support from their Assistant Director cohort, and under the limited direction of a Director. Key stakeholders include Human Resource officers, policy officers, health professionals and the third party claims administrator (TPA).

The Assistant Director is generally not directly involved in individual case management, but may guide or advise case managers, or assist with stakeholder liaison in more complex or sensitive cases. The position involves significant personnel management, quality assurance, and process improvement activities. Whilst much of their work day will involve computer-based activities, there is a requirement to collaborate with their colleagues, liaise with stakeholders by telephone, email or in person, and actively engage with their Case Management staff.

The Assistant Director will:

- Lead a small team to deliver high quality customer service through effective, targeted and holistic case management;
- provide professional guidance and advice to case managers to assist with the management of complex compensation cases and escalate issues when required;
- demonstrate effective people management of their team, including facilitating employee motivation and engagement;
- undertake quality assurance of case management activities, and monitor adherence to applicable legislation, policies and procedures;
- undertake stakeholder liason to achieve optimum rehabilitation and return to work outcomes;
- assist in the development of effective injury management reporting and evaluation strategies to meet Directorate and whole of Government reporting requirements;
- work with colleagues to develop and implement strategies and education programs for improving ACTPS injury management, including but not limited to assisting Directorates in identifying suitable duties for their employees;
- contribute to the development, evaluation and analysis of policies and procedures applicable to professional practice across Government.
- This position does not require a pre-employment medical
- This position does not require a Working with Vulnerable People Check
- This position does involve direct supervision of personnel

SELECTION CRITERIA

1. Supervisory experiences in a service delivery environment, including the proven ability to motivate, develop and support staff members.
2. Demonstrated conceptual and strategic decision-making abilities, including the proven capacity to quickly assimilate legislative and complex policy information.
3. Highly developed interpersonal skills with the ability to foster productive working relationships.
4. Exceptional written and oral communication skills, including demonstrated experience in drafting clear and concise professional documents.
5. Understanding of 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.

Whilst not mandatory, the following knowledge/experience/qualifications would be highly regarded:

- Experience in workers' compensation, injury management, claims or liability management for a large employer, insurer or regulator;
- Experience in work, health and safety or human resources;
- Tertiary qualifications in an allied health profession, rehabilitation, or occupational health and safety or partial completion of studies in these fields.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director and indicates how frequently each of these requirements would 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
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