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| **POSITION:** | **Workcover and Return to Work Coordinator**  |
| **REPORTS TO:** | **Head of Human resources** |
| **DATE CREATED:** | **November 2024** |
| **ORGANISATIONAL ENVIRONMENT** |
| MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.  With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way. |
| **JOB CONTEXT** |
| The People & Culture (P&C) team provides leadership in the development and provision of HR strategies and practices that position Melbourne City Mission (MCM) as an employer of choice in the sector. The team provides expertise, leadership and support to MCM’s operational programs across a range of areas including:* Payroll, superannuation and salary packaging administration
* Staff attraction and retention
* Organisational development
* Industrial/employee relations and enterprise bargaining
* Workplace Health and Safety and Workcover
* Coordination of HR information systems and workforce reporting
* Performance management
* Workforce planning
* Organisational culture
* Legislative compliance and policy development.
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| **JOB PURPOSE** |
| The Workcover and Return to Work Coordinator (WC & RTW Coordinator) is responsible for implementing an organisation's return to work program, supporting workers as they recover at work and assisting MCM to meet its obligations as required under workers compensation legislation. This role works with injured workers, their managers and the HR/ER Business Partner (as required) to return workers to their preinjury roles in a timely manner. |
| **JOB OBJECTIVES** |
| **Duties of this role may include but are not limited to the following:*** Connect with injured workers, health professionals, employers, and other stakeholders involved in the return-to-work process.
* Provide advice and support to employees and Managers in respect to injury management, for both work and non-work related injuries, including establishing and monitoring Return to Work Plans, recording and maintenance of all claims and correspondence, coordination of investigations and provision of documentation in common law applications, provision of required support in either a direct, advising or coaching capacity.
* Driving the injury and claims management process and complying with Return to Work (RTW) obligations in accordance with the Workplace Injury Rehabilitation and Compensation Act 2013 for Melbourne City Mission by:
	+ Managing the day to day administration of WorkCover claims; facilitate Return to Work arrangements and ensure claims data is accurately recorded and managed in consultation with the external provider and Insurer/s.
	+ Driving targeted injury management initiatives which facilitate a workers early and sustainable return to work following a workplace injury
	+ Facilitating the workcover and return to work journey for the injured worker, by liaising with key stakeholders, providing advice and follow-up with all parties as required
	+ Promoting the vision of health and wellbeing of employees, specifically with regard to injury and claims compliance and engagement with relevant stakeholders and provision of support to ill/injured workers to safely and sustainably stay at work or return to work as soon as appropriate
	+ Reporting to and facilitating the relationship between the agent and Aegis who are responsible for WC & RTW and ensuring the Agent and Aegis are delivering to their obligations
* Develop trusted relationships with key stakeholders to ensure that we can proactively address emerging issues early and develop improvements.
* Develop and review the day-to-day operational requirements and workforce trends with regard to the specialist area. i.e. number of claims, successful Return to work plans, closed claims.
* Participate in, and facilitate, meetings, training, and forums.
* Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
* Contribute to creating an inclusive environment that welcomes all employees from diverse backgrounds and experiences.
* Perform other duties and responsibilities, as directed by the Head of Human Resources or delegate.
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| **POSITION AUTHORITIES** |
| Direct reports: NilIndirect reports: NilOperating expenditure: As per delegations of authorityCapital expenditure: As per delegations of authority  |
| **KEY RELATIONSHIPS** |
| This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table: |
| **Internal Relationships** | * Managers of injured workers
* People, Quality and Safety team
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| **External Relationships** | * AEGIS Risk Management Services
* Workers treating practitioners
* Other specialist providers
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| **KEY SELECTION CRITERIA** |
| **Essential:*** Qualifications in or significant knowledge of WorkCover claims management and Return to Work processes (including non work related injuries) and the Victorian Workers Compensation Scheme.
* Strong customer service focus and capacity to follow tasks through to completion
* Ability to develop processes and systems, report on WorkCover claims and undertake analysis.
* Strong communication and negotiation skills and a proven ability to identify and engage with relevant stakeholders to achieve outcomes
* Demonstrated verbal and written communication skills, including well developed report writing.
* Organisational and time management skills
* Sound skills in MS Office programs and with using web based information systems
* Computer literacy, including proficiency in Microsoft Office suite, .
* Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

**Desirable:** * Return to Work Coordinator Certificate.
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| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** |
| **Child Safety & Safety of Vulnerable People**MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.**Workplace Health & Safety:**MCM’s strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer. As an employee, you also have Occupational Health & Safety responsibilities as follows:* To comply with all MCM policies related to Occupational Health and Safety in the workplace.
* Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

**Operational Accountability:**MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable. As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines. |
| **COMPLIANCE** |
| As an employee, you are expected to comply with the following:* Comply with and actively support all position, division and organisational policies and procedures.
* All employees are subject to MCM’s Employment Safety Screening Procedure.
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| **OUR VALUES** |
| Employees are expected to commit to and demonstrate MCM’s values:  |
| Together | We are inclusive and accepting of difference.We work in highly effective teams and our people are connected across our organisation.We engage proactively with others to deliver outcomes. |
| Courageous | We speak up constructively in line with our convictions.We pursue our goals with determination.We are passionate about our advocacy role. |
| Curious | We are inquisitive and ask why.We challenge the status quo.We actively explore the alternatives. |
| Open | We are transparent and have genuine, honest interactions.We listen and hear people’s voices.We value and respect the autonomy of clients.We trust one another. |
| Accountable | We act safely in all our interactions.We manage within our financial and resource boundaries.We own our outcomes and decisions.We are proud of the work that we do. |