

Job title: Injury Management Advisor	
Classification: Band 6	Effective Date: February 2026
Reports to: Coordinator Health Safety and Wellbeing, Workplace Relations and Business Partnering	Tenure: Permanent Part-time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position provides effective and efficient management of WorkCover claims, non-work related injuries and illnesses, ensuring effective return to work arrangements and that all relevant statutory obligations are met.

The position assists people managers and employees in awareness and understanding of obligations and responsibilities regarding WorkCover and return to work arrangements. The role also provides data, prepares reports and provides advice on implications for and issues affecting Council's WorkCover insurance premium.

Key Responsibilities

Position Specific Responsibilities

Workers Compensation and Injury Management

Effectively manage Council's WorkCover claims and WorkCover insurance premium to minimise costs.

Provide accurate and expert specialist advice and coaching to staff and management, focusing on the rehabilitation of the employee.

Lead the review, development and implementation of injury management policies, practices and procedures.

Ensure early intervention for injured employees in accordance with WorkCover legislation.

Undertake worksite assessments to prepare, implement and manage Return to Work plans to assist injured employees to remain at work where practicable as soon as possible after injury which may include non-work related injuries and illnesses.

Maintain the integrity of Council's WorkCover claims management system and ensure confidentiality at all times.

Update remuneration and assist in the annual renewal process.

Contribute to the provision of a range of HSW services that meet the organisation's expectations for quality and continuous improvement practices.

WorkCover claim management

Receive and process all WorkCover claims in a timely manner in accordance with legislative requirements.

Ensure all claims are made to WorkCover Insurer as required.

Maintain contact with injured staff, medical practitioners, other treatment providers, Council's Workers Compensation Insurer, legal providers and Managers to ensure return to work plans are implemented.

Provide managers with up to date information on the status and progress of all WorkCover claims.

Provide Payroll with all relevant information regarding WorkCover claims for timely processing.

Represent Council in conciliation and compile required information to workers compensation related cases, providing specialist advice and recommendations to Managers in the resolution.

Work with the organisation to develop and influence initiatives aimed at return to work/stay at work outcomes.

Compliance and reporting

Ensure lost time, medical and like expenses are assessed and process accounts and invoices.

Ensure all documentation is completed in accordance with Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act).

Produce reports, statistics and data as required on injuries reported and costs of claims lodged for the period.

Participate in regular claims reviews with Council's WorkCover Insurer.

Corporate Responsibilities

Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Understand and adhere to Council's Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget:

Nil

Staff responsibility:

Nil

Key Relationships

The position will liaise with leaders, employees at all levels of the organisation, contractors and volunteers.

Maintain professional relationships with various external contacts, including other councils, WorkSafe, external partners and providers (e.g. WCC's WorkCover Insurer).

Judgement and Decision Making

- The freedom to act is governed by clear objectives, guidelines and/ or budgets and frequent prior consultation.
- Exercise judgment and solve problems, using procedures and/or applying knowledge acquired through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.
- Guidance and advice is provided within the time required to make a choice.
- Decisions and actions are always subject to review by more senior staff.

Specialist Knowledge and Skills

Technology

- Advanced skills in Microsoft Office applications.
- Working knowledge of OHS and Case Management Systems such as Synergi Life and Elumina.

Other Technical Skills

- Knowledge and practical application of the Workplace Injury Rehabilitation and Compensation Act 2013, Occupational Health and Safety Act 2004 and associated Acts, Regulations, Standards and Codes of Practice.
- Ability to prepare reports and other documents.

Certificates/Licences

- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Experience in return to work practices to support assessment of options and recommendations.
- Proven capacity providing advice and gaining cooperation with leaders and employees relating to injury management and Workers Compensation claims.
- Demonstrated experience in Workers Compensation claims management and related legislative requirements and procedures.

Interpersonal Skills

- Excellent communication and interpersonal skills so as to gain the co-operations of stakeholders (both internal and external) utilised in the administration of well-defined activities
- Problem-solving skills applying sound judgement and discretion, with assistance from more senior staff
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage workload, including prioritisation skills to ensure specific and set objectives are achieved.
- *Sound presentation skills to enable the clear communication of information, including report writing skills.*

Management Skills

Leadership/management:

- An understanding of HSW goals with knowledge and appreciation of the goals of the wider organisation.
- Contributes to the overall performance of the HSW team, ensuring that objectives and goals are met.
- Proven ability to manage a workload, including prioritisation skills to ensure specific and set objectives are achieved.

Other attributes (desirable)

Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

- Return to Work Coordinator certificate or an equivalent combination of training and workplace experience (e.g. Certificate IV in Personal Injury Management, Allied Health or similar).
- Experience in return to work practices to support assessment of options and recommendations.
- Proven capacity providing advice and gaining cooperation with leaders and employees relating to injury management and Workers Compensation claims.
- Demonstrated experience in Workers Compensation claims management and related legislative requirements and procedures.
- Demonstrated ability to prepare reports and other documents.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Equipment set up – carrying equipment	Rarely	
	Demonstration of skills and techniques (ergonomics, manual handling, injury management advice)		
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard/mouse interaction	Frequently	
	Equipment set up – carrying equipment		
	Demonstration of skills and techniques (ergonomics, manual handling, injury management advice)		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Equipment set up – carrying equipment , loading and unloading vehicle	Rarely	
	Demonstration of skills and techniques (ergonomics, manual handling, injury management advice)		
	Ingress and egress of vehicle		
Standing Tasks involve standing in an upright position	Presenting/demonstrating	Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Equipment set up – carrying equipment	Rarely	
	Demonstration of skills and techniques (ergonomics, manual handling, injury management advice)		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	On site meetings and training	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Equipment set up – carrying equipment , loading and unloading vehicle	Rarely	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Equipment set up – carrying equipment Demonstration of skills and techniques (ergonomics, manual handling, injury management advice)	Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Emails, report writing and general office based tasks	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's license	Equal to that required for driver's license	Frequently	

Any other relevant comments: