



Wellbeing & Injury Support Officer

Section: Governance

Salary point: 12

Position number: PSC1227

Last updated: April 2025

Position objectives

The Wellbeing and Injury Support Officer reports to the Work Health and Safety (WHS) Manager and is a member of the Enterprise Risk team. The role supports the delivery of the WHS Framework, primarily the Injury Management program.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Provide general administrative support to the WHS Manager and broader Enterprise Risk team
- Provide administrative support for the Injury Management / Return to Work (RTW) Program and Health and Wellness Program
- Support the delivery of the Return to Work program, including:
 - Triage incidents where a worker injury has occurred, with the support of the WHS team
 - Case management of injured workers (at various sites), including:
 - Management of records and communications
 - Treatment Plans (including non-work related injuries), developed in collaboration with the key stakeholders (including the worker and, where relevant, the treatment providers and insurer)

- Support and guidance to the injured worker (and their manager(s)) through the RTW process
 - Reconciliation of workers compensation payments
- Support the delivery of the Health and Wellness Program, including:
 - Promote and coordinate health and wellbeing activities / programs
 - Foster WHS education and awareness
 - Undertake workplace ergonomic assessments
 - Coordinate staff engagement, marketing, memberships and payments to suppliers for the Workers Health Initiative.
- Provide accurate and timely information and assistance to staff enquiries.
- Complete tasks that require specialised technical / administrative skills.
- Participate in team meetings and activities
- The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development. Consultation will occur as part of this process

Key accountabilities

Provide quality administration services to assist the successful delivery of the Injury Management Program and broader WHS Framework.

Extent of authority

Tasks are performed at the direction of the WHS Manager and may include guidance from the Wellbeing and Injury Coordinator.

Judgement and decision making

Tasks are performed within the scope of established procedures and guidelines. Decisions and problem solving are generally made within the scope of established procedures and guidelines or with consultation with the WHS Manager and/or Wellbeing and Injury Coordinator.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Safety, Excellence, Teamwork, Respect and Integrity

Interpersonal

- Ability to lead and promote strategies that contribute to staff wellbeing and preventative health measures
- Demonstrated facilitation skills coupled with the ability to influence and motivate others in the pursuit of injury management objectives
- Ability to take initiative, solve problems, meet deadlines, work without close supervision

- Demonstrated well-developed written and oral communication skills
- Demonstrated skills in negotiation, problem solving and conflict resolution to enable effective liaison with people at all levels
- Ability to provide clear and concise advice to staff and management

Qualifications and experience

- Diploma qualification in relevant field OR extensive and contemporary equivalent qualifications and experience
- Knowledge and Experience of the Return to Work Process, rehabilitation and workers compensation process
- SIRA Return to Work Coordinator Certificate
- Cert IV in WHS
- Current Class C Drivers Licence
- Advanced knowledge in Microsoft Office Suite, Excel, Word, PowerPoint, Visio, Promapp and other injury management systems

Capability Framework level: Adept

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date