

Position Description

Manager, Workforce Injury and Recovery

Classification:	Executive Level 5 (equivalent to Admin Officer Grade 6)
Business unit/department:	Health, Safety and Wellbeing
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director, Health Safety and Wellbeing
Direct reports:	4
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Workforce Injury and Recovery Manager is a key senior leadership position responsible for the continuous improvement of an efficient claims and injury management service across all Austin Health workplaces. This includes;

- Building capability for our people leaders to support injured employees to remain in the workplace safely, and manage the safe return of injured employees to pre injury duties effectively;
- Ensuring injured employees receive the very best early intervention and injury management services.
- Working with our workers compensation insurer to ensure a strategic and systematic approach to delivery of services; and
- Ensuring Austin Health meets legislative compliance in workers compensation management and return to work practice

About the Directorate/Division/Department

The Health Safety and Wellbeing Department sits within the People and Culture Division. We support all tiers of Austin Health leadership and operations to ensure the greatest possible health, safety and wellbeing outcomes for all our employees.

Key areas of responsibility include occupational health and safety management; workforce injury and recovery services; emergency preparedness and business continuity and the wellbeing program. Austin Health prides itself as leaders in workforce injury management and were recognised as finalists in the Worksafe Awards 2025.

Position responsibilities

- Lead a dedicated and professional team of Injury and Recovery Specialists, ensuring best practice is adopted in effectively managing return to work for injured and ill employees.
- Develop and implement strategic plans for continuous improvement in injury management and return to work performance.
- Provide specialist advice to employees and leaders in relation to claims and injury management.
- Maintain strong partnerships within the People and Culture Directorate
- Ensure frameworks are established for seamless management of workers compensation and injury management claims with respect to payroll and employee relations.
- Collate and analyse data on injury management and return to work and facilitate regular meetings across operational Directorates for performance review
- Identify underlying issues and trends related to incident and injury data to support preventative strategies and risk mitigation.
- Support capability of People leaders in regard to workers compensation, injury management and return to work best practice.
- Maintain strong relationships with our Insurer and foster a culture of shared accountability for successful claims performance
- Coordinate service level agreements of external claims management and Rehabilitation Providers to ensure optimum performance and commercial viability.
- Represent Austin Health at the Accident Compensation Conciliation Service (ACCS) and at legal proceedings in the Law Courts
- Represent Austin Health at meetings with the WorkSafe Return to Work Inspectorate.
- Manage and coordinate policy and procedures for early intervention injury management across Austin Health.
- Continuously improve a comprehensive approach to data and file management

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care; we bring our best; together we achieve and we shape the future.
- Minimum 5 years demonstrated working knowledge and experience with the Victorian Workers' Compensation scheme in claims management and injury management.
- A comprehensive understanding of early intervention and injury management principles and applications.



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- Proven ability to build and maintain effective key stakeholder relationships with both internal and external groups.
- Ability to function in a multidisciplinary, professional team environment, contributing positively to the delivery of strategic goals.
- Experience working with across organisational leadership and an ability to adapt approach to the needs of a variety of stakeholders.
- Well-developed data analysis and report writing skillset.
- High level interpersonal and influencing skills, including the ability to foster effective working relationships with line managers and gain co-operation in the development and implementation of case management &/or projects.
- Well-developed verbal and written communication skills, with the ability to communicate across all levels of the organisation.
- Strong negotiation, influencing and conflict resolution skills.
- Exemplary people leadership experience, leading and developing high-performing teams in a collaborative and values-driven environment.

Desirable but not essential:

- Tertiary qualifications in a relevant discipline (eg. Occupational Health and Safety, Human Resource Management).
- A sound understanding of relevant systems eg. Solv, Payroll Systems, Kronos rostering system and Riskman Incident Management System.
- Demonstrated knowledge of relevant legislation and applicable enterprise agreements.
- An understanding of the complexities and challenges of public hospitals and the health systems as a whole.
- Proven ability to develop and deliver training and related material.

Professional qualifications and registration requirements

Nil specific qualifications or registration requirements for this role

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures



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