

Position Description

Injury and Recovery Specialist

Classification:	HS5 - Administration Officer Grade 5
Business unit/department:	Health, Safety and Wellbeing
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 hours per week + Accrued Day Off
Reports to:	Manager, Workforce Injury and Recovery
Direct reports:	0
Financial management:	Budget: Nil
Date:	February 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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.

Position purpose

The Injury and Recovery Specialist is an experienced Injury Management professional, who effectively supports all Austin Health staff with all aspects of Injury Management, including work related and non-work-related injuries. The Injury and Recovery Specialist ensures that injured Austin Health staff are provided with the highest level of support to assist with their recovery and achieve sustainable return to work outcomes. The Injury and Recovery Specialist also provides expert advice and guidance to managers and supervisors to achieve the best possible outcomes for their staff.

About the Health, Safety, and Wellbeing Department

The Health, Safety and Wellbeing department is within the People & Culture Directorate at Austin Health. It is based at the Repatriation Hospital, and is responsible for providing advisory services, strategic direction and planning for the workforce health, safety, and wellbeing across all campuses of Austin Health.

Key areas of responsibility include occupational health and safety management systems, workers' compensation and return to work, OHS training, manual handling and ergonomics, auditing, fit testing and health and wellbeing programs. The Injury and Recovery Specialists report to the Manager, Workforce Injury and Recovery and will be part of a team, working together to achieve successful return to work outcomes.

Position responsibilities

Role Specific:

- Proactive coordination and support of work related and non-work related injuries.
- Promoting early return to work interventions and remain at work opportunities for injured staff.
- Provide a high level of customer service to internal and external stakeholders; including timely responses to queries, best practice advice and communication in line with Austin Health's values.
- Build and manage new and existing relationships, promoting credibility and trust with key stakeholders.
- Consult collaboratively with treating medical practitioners, rehabilitation providers and Austin Health's WorkSafe Agent, to support injured staff with sustainable return to work outcomes and legislative requirements.
- Claims administration, including (not limited to); weekly payroll processing and calculation of weekly entitlements, claims reporting and meetings with managers, accurate management of the SolvInjury database.
- Work in collaboration with the broader Health, Safety and Wellbeing team to provide staff with an effective level of service and promote positive interactions within the team.
- Facilitation of presentations or training, where requested by departments, with regard to best practice Injury Management, Early Intervention opportunities and general team updates.
- Collaboratively establish and promote injury prevention initiatives within the broader Health, Safety and Wellbeing team.

All Employees:

- Comply with Austin Health policies & procedures as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Comply with the principals of patient centred care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.



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Selection criteria

Essential skills and experience:

- Proven experience in the Worker's Compensation or Occupational Rehabilitation fields, demonstrating effective return to work and early intervention strategies and outcomes.
- Ability to build and maintain effective key stakeholder relations with both internal and external parties.
- Proficiency in computer literacy and Microsoft Office Suite.
- Demonstrated ability to function in a team environment, contributing positively to achieve team objectives.
- Experience working with staff at all levels and adapting your approach to meet that of varying audiences.
- High level interpersonal skills, including the ability to foster effective working relationships with line managers.

Desirable but not essential:

- A tertiary qualification in Allied Health or Nursing would be highly regarded.
- Completion of the RTW Coordinator course.
- Experience managing the SolvInjury database.
- Understanding of the calculations and terminology of Worker's Compensation entitlements would be advantageous in 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.

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.



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- 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 cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

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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