Lithgow CITY COUNCIL	**Position Description**
Position Title	**Return to Work Coordinator**
Position No.	xxxxx
Department	Corporate Services
Section	Human Resources
Reports to	Human Resources Manager
Current Status	Part-time, Permanent (21 Hours per week)
Band/Level	3/2
Grade	15
Step	Entry Level to Step 4
Last Reviewed	November 2026
Conditions of Employment	The employee will work within conditions detailed within the NSW Local Government (State) Award and the Council Policies/Systems including, but not restricted to: * Council's Salary Administration System * Council's Code of Conduct * Equal Employment Opportunity * Equity & Access to Training * Performance Appraisal
Work Health and Safety (WHS)	The employee who occupies this position must abide by Council's WHS policies and procedures as described in Council's WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work.

Position Summary

Reporting to the Human Resources Manager, the Return to Work Coordinator is responsible for the effective and efficient management of all aspects of work-related injuries and illnesses, and related Statecover claims, ensuring effective return to work arrangements and that all statutory obligations are met. The Coordinator provides dedicated injury management support, guidance and services to Managers and Supervisors to achieve positive return-to-work outcomes with reasonable claim costs.

The position provides education, support and advice to employees, Supervisors and Managers, assisting them to meet their obligations and responsibilities under Council's Return to Work Program. The role also produces data and reports relating to Council's insurance premium and associated injury causes to Council's Executive, and provides specialist advice relating to injury management activities.

This role will supervise a Return to Work Officer.

Specific Duties and Responsibilities

Key areas of responsibility include:

- Workers Compensation and Injury Management:
    - Effectively manage Council's Statecover claims to ensure minimal time loss and impacts on premium
    - Provide accurate specialist advice and guidance to staff and management regarding the rehabilitation of the employee
    - Lead the review, development and implementation of return to work policies, practices and procedures including Council's Return to Work Program
    - Ensure early intervention for injured employees in accordance with relevant legislation
    - Facilitate the completion of 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 a workplace injury or illness
    - Maintain the integrity of Council's Statecover claims management system, Council's Safety System and Council's document management system, ensuring confidentiality at all times
    - Provide education, support and advice to managers to ensure they are proactive participants in supporting the rehabilitation of their workers and sharing information regarding the performance and trends of claims in their area of responsibility
    - Consult with managers and supervisors to identify appropriate duties to facilitate temporary and permanent redeployment of RTW employees across the organisation.
    - Participate in claims reviews with Council's insurer, and undertake associated case management planning with internal and external providers and management.
- Claims Management
    - Receive and process workplace injury or illness claims in a timely manner, in accordance with legislative requirements

    - Lodge incidents, as notified, within Statecover's Claims Management System and ensure timeframes and processes for lodgement are achieved.
    - Maintain contact with injured staff, medical practitioners, rehabilitation providers and 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 claims.
    - Provide Payroll with all relevant information regarding Statecover claims for timely processing.
    - Complete required pay related functions including generating of pre-injury average weekly earnings (PIAWE) calculations and wage reimbursement schedules (WRS), as required by Council's insurer.
    - Compile required information relating to workers compensation related cases, as required by Council's Insurer for the purposes of investigation or conciliation.
    - Work with Council to develop and influence initiatives aimed at return to work outcomes.
    - Provide assistance to managers and supervisors in relation to rehabilitation, return to work processes and fitness for work.
    - Delegate Claims Management duties to the Return to Work Officer, as required, including lodgement and management of workplace injury claims, liaison with Payroll and communications with injured workers and external stakeholders.
- Compliance and Reporting:
    - Ensure lost time, medical and like expenses are assessed and process accounts and invoices as required.
    - Maintain accurate records associated with injury management in Council's recordkeeping system, ensuring confidentiality is maintained
    - Produce reports, statistics and data as required on injuries reported, costs of claims lodged for the period, trends and other relevant metrics.
    - Provide updated data, information and reports as required to Council's Executive relating to Council's Insurance premium
    - Delegate Compliance and Reporting duties, where appropriate, to the Return to Work Officer

Other duties:

- Participate in or undertake projects relevant to Health and Wellbeing initiatives at Lithgow City Council, contributing to a healthier and more productive work environment.
- Undertake duties associated with Health Monitoring, including periodic health assessment management.
- Assist the relevant stakeholders in the management of non-work related injuries/illnesses, when required
- Undertake additional duties relating to the Human Resources department, or as requested by the Manager or Director.

High Emotional Demands

The Return to Work Coordinator position has been identified as a role which has high emotional demands. This position requires individuals to consistently manage their own emotions, and the emotions of others, often in challenging or stressful situations. The role frequently involves interactions with internal staff and external customers where emotional regulation is crucial for success. An employee appointed to this role may be required to provide support to individuals in distress, manage personal feelings while interacting with difficult individuals, and to maintain a professional demeanour in all interactions.

Council acknowledges the possible impact of these high emotional demands and endeavours to support officers in this role by:

- Encouraging, and making available regular breaks or 'time outs'.
- Providing workers with training on how to diffuse difficult or confronting situations, and ensuring they have support from their supervisor.
- Providing workers with additional training and support to workers who are required to regulate their own emotions or to display a higher variety of emotions at odds with their true feelings.
- Assess the risk of service-related violence and aggression and develop and implement systems to manage this risk where workers are exposed within this role.
- Where emotional demands are an unavoidable part of a worker's role, ensuring these are captured within the position description and that applicants are informed at interview stage of the demanding nature of the role.
- Make medical/psychological support available to workers who are directly and indirectly involved in a traumatic event, or in other emotionally demanding work.

In addition, the following individual interventions are offered to staff:

- Corporate Induction Programs.
- Access to Council's employee assistance program.
- Mental Health First Aid training, and/or training about resilience.
- Access to Council's Health and Wellbeing Programs.

Core Duties and Responsibilities

- Processing Customer Enquiries
  - Receive customer enquiries is a courteous and efficient manner
  - Research, assess and respond to customer enquiry within an appropriate timeframe

- Operate Office Equipment
  - Operate various office equipment items including photocopier, facsimile machine, heat binder, shredder.
  - Operate telephone equipment for incoming and outgoing calls.

- Operate Personal Computer in the completion of routine tasks;

- Utilise personal computer to create, modify and complete documents, using various computer programs.

- Recordkeeping Responsibilities
  - The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions
  - Prioritise and complete allocated Recordkeeping activities

- Work Health & Safety Responsibilities
  - Present for work in a fit state (not under the influence of drugs or alcohol)
  - Not undertake any task / activity for which you have not been trained, inducted or deemed competent to do
  - Report all hazards, near misses, injuries, incidents to their immediate supervisor immediately
  - Not through act or omission create an unsafe workplace or environment
  - Ensure adherence to developed SWMS/RA, SOP's, Procedures
  - Assist in the development of specific SWMS/RA where identified and required
  - Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely
  - Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation
  - Assist in the investigation of all injuries and incidents
  - Ensure the safe and correct use/application of plant, equipment and PPE
  - Commitment to Council's Injury Management Procedure
  - Maintain good site housekeeping at work location
  - Contribute to continual improvement of workplace risk control processes

Supervisory Responsibilities

Return to Work Officer x 1

Signatures

I agree to the requirements of this Position Description.

_____ _____

Employee Date

_____ _____

Supervisor Date

Selection Criteria

Essential

- SIRA Return to Work Coordinator Certificate
- Certificate IV in Human Resources Management
- Demonstrated experience in a Return to Work / Workers Compensation claims management
- Proven capacity to provide advice and support people leaders and employees in injury management and recovery at work.
- Working knowledge of Workers Compensation and WHS legislation, with experience in injury management processes and practice.
- Significant experience in managing rehabilitation programmes.
- Well organised, pragmatic and able to handle a diverse, variable and complex workload.
- Working knowledge of injury management and case management systems, including Statecover's Claims Management Portal and Council's Donesafe Safety System or equivalent
- Excellent communication and interpersonal skills to facilitate cooperation in the return to work process between employees, managers and external stakeholders.
- Current Drivers Licence and Police Check
- Demonstrated commitment to the principles of honesty and integrity

Desirable

- Experience in Return to Work Coordination within a Local Government setting
- Experience in complex claims management
- Experience in psychological claims management