



Position Description

Team Leader, Workers Compensation

Division	Workforce and Technology
Business Unit	Human Resources
Grade	TRP K
Job Code	JC10022

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluet Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Workforce and Technology

The Workforce & Technology Division encompasses a range of functions that support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal

community. The division comprises of the following business units – Information & Digital Technology, Human Resources and Strategy & Performance, they all report to the Director of Workforce & Technology.

Business Unit Human Resources

The Human Resources team is responsible for Council's most important assets, its people and are committed to providing a high quality and timely service at all times. The Human Resources Unit, comprising of HR Partnerships, Talent, Learning & Development, Work Health & Safety (WHS), HR Services & Systems and Workers Compensation & Injury Management, provide a full range of people related services for all council managers and employees. The team is responsible for partnering with all groups within the organisation to provide advice and consultancy all aspects of the employee lifecycle including workforce planning, recruitment and selection, talent management, performance management, employee relations and WHS and Workers Compensation compliance.

Primary Purpose of the Position

The Workers Compensation Team Leader is responsible for the management of Council's workers compensation, injury management and recovery at work services to ensure compliance with legislative requirements and organisational and business requirements as a self-insurer. This involves the development and implementation of strategies and processes to provide a safe working environment and facilitate the implementation of safety, wellbeing and injury management best practice.

Key Accountabilities

Leadership

- Lead, inspire and create a positive culture within the Workers Compensation team to motivate staff to achieve business unit objectives and maintain focus on delivering quality outcomes.

Budget Management

- In conjunction with Finance, develop, manage, and review the annual Workers Compensation budget, monitor financial performance, and make necessary adjustments to ensure compliance with organisational and business unit financial targets.

Workforce Planning

- Support the Workforce Management Strategy and Business Planning process through adopting strategic priorities, setting direction, and targets to ensure the achievement of team and Business Unit strategic outcomes, initiatives, and programs.

Service Delivery

- Maintain Council's self-insurance license in accordance with the State Insurance Regulatory Authority (SIRA) licensing policy and co-ordinate renewal on an annual basis including actuary, excess of loss insurance and audit requirements.
- Oversee services being delivered by the team, ensuring matters are investigated/resolved in a timely manner and, in line with relevant legislative and policy requirements to minimise risk and ensure the provision of a consistent value-add service to Council.
- Manage complex and/or legal claims, including liaison with relevant internal and external stakeholders to support timely outcomes both for the individual and Council.

- Facilitate audits to ensure effective management of the workers compensation system and provide data as required to SIRA as per self-insurance license requirements.
- Oversee the development, implementation and maintenance of policies, procedures and practices which control and assist in minimizing Councils overall risk exposure in respect to Workers Compensation, injury management and recovery at work.
- Stay up to date with industry best practices, legislative changes, and emerging trends to provide recommendations for development and improvement.

Relationship Management

- Build and maintain effective relationships with internal and external stakeholders, including Directors, Executive Managers, People Leaders and SIRA.
- Provide specialist advice to management, supervisors and staff on workers compensation, injury management and recovery at work.

Key Challenges

- Applying and communicating complex legislative requirements and workers compensation processes to meet both legislative and Council requirements.
- Managing multiple complex workers compensation claims including assessing, investigating, negotiating and determining claims and entitlements.

Key Internal Relationships

Who	Why
Executive Manager Human Resources	• Report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
HR Team	• Provide expert advice and contribute to decision making. • Lead discussions and decisions regarding key WC projects and deliverables.
Stakeholders (including Executive Team)	• Provide expert advice on a range of Workers Compensation, injury management and recovery at work related issues and strategies. • Optimise engagement through regular reporting and communication to achieve defined outcomes. • Manage expectations and resolve issues.

Key External Relationships

Who	Why
State Insurance Regulatory Authority (SIRA)	• Lead Council contact for SIRA Account Manager • Manage Councils workers compensation function to ensure compliance with SIRA legislation and self-insurance requirements.
External service providers	• Engage and monitor the performance of external providers (solicitors, medical providers, rehabilitation providers, investigators, auditors etc) engaged by Council to maintain quality of service and competitive rates.
Suppliers / Contractors / Subscriptions	• Source, procure and manage best solutions to meet Council needs and requirements.

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Executive Manager, Human Resources

Direct Reports

- 3 direct reports

Budget

- Responsible for the management of the workers compensation budget

Essential Criteria

- Relevant tertiary qualifications and / or demonstrated experience in a similar role, ideally within a self-insured environment.
- A demonstrated record of success as a people leader.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Advanced	Display Resilience and Adaptability
	Display Resilience and Adaptability	Advanced	
	Act with Integrity	Adept	
	Demonstrate Accountability	Advanced	
 Relationships	Communicate and Engage	Adept	Community and Customer Focus
	Community and Customer Focus	Advanced	
	Work Collaboratively	Adept	
	Influence and Negotiate	Adept	
 Results	Plan and Prioritise	Adept	Plan and Prioritise
	Think and Solve Problems	Adept	
	Create and Innovate	Intermediate	
	Deliver Results	Adept	
 Resources	Finance	Adept	Technology and Information
	Assets and Tools	Adept	
	Technology and Information	Adept	
	Procurements and Contracts	Adept	
 Workforce Leadership	Manage and Develop People	Adept	Manage and Develop People & Lead and Manage Change
	Inspire Direction and Purpose	Adept	
	Optimise Workforce Contribution	Intermediate	
	Lead and Manage Change	Intermediate	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Display Resilience and Adaptability	Advanced	Is flexible and readily adjusts own style and approach to suit the situation Adjusts tactics or priorities in response to changes in the organisational environment Gives frank, honest advice, even in the face of strong, contrary views Accepts criticism of own ideas and responds in a thoughtful and considered way Welcomes challenges and persists in raising and working through difficult issues Shows composure and decisiveness in dealing with difficult and controversial issues
Relationships		
Community and Customer Focus	Advanced	Demonstrates a thorough understanding of the interests, needs and diversity in the community Promotes a culture of quality customer service Initiates and develops partnerships with customers and the community to define and evaluate service outcomes Ensures that the customer is at the heart of business process design Makes improvements to management systems, processes and practices to improve service delivery Works towards social, environmental and economic sustainability in the community/region
Results		
Plan and Prioritise	Adept	Consults on and delivers team/unit goals and plans, with clear performance measures Takes into account organisational objectives when setting and reviewing team priorities and projects Scopes and manages projects effectively, including budgets, resources and timelines Manages risks effectively, minimising the impacts of variances from project plans Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources		
Technology and Information	Adept	Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately Ensures team understands obligations to comply with records, information and knowledge management requirements

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Workforce Leadership		
Manage and Develop People	Adept	Seeks to understand the individual strengths, weaknesses, goals and concerns of team members Defines and communicates roles and responsibilities and sets clear performance standards and goals Coaches team members to help improve performance and development Regularly discusses performance with team members and provides accurate, constructive reviews Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
Lead and Manage Change	Intermediate	Promotes change initiatives and helps the team to understand the purpose and benefits Provides guidance and support through change processes Initiates improvements to work systems, processes and practices in consultation with team members Ensures work procedures support changes Identifies potential barriers to change and takes steps to address them