

Rehabilitation Coordinator

Award/Agreement	Non Award
Responsible to	Executive Manager People, Culture and Risk
Summary of role	<p>In accordance with the vision, mission and values of Resthaven, the Rehabilitation Coordinator is responsible for the following:</p> <p>(1) Rehabilitation Working in consultation with Managers to prepare Return to Work plans for injured staff. This includes regular contact with injured staff and their treating practitioners and liaison with the Claims Administrator</p> <p>(2) Financial Interviews of Incoming Residents Undertaking financial interviews of incoming residents.</p>
Reporting lines	<p>(1) Rehabilitation Reports to the Executive Manager People, Culture and Risk for all responsibilities related to rehabilitation.</p> <p>(2) Financial Interviews of Incoming Residents Reports to the Executive Manager Corporate Services.</p>

Key Responsibilities and Duties

Rehabilitation

- Ensure duties are completed in accordance with the Workers Compensation and Rehabilitation Act 1986
- Provide a comprehensive vocational rehabilitation service to staff who have sustained a work place injury by:
 - initiating early contact with injured staff, managers and medical practitioners
 - preparation of rehabilitation plans in consultation with injured staff, treating practitioners, and where appropriate contracted rehabilitation provider
 - developing and maintaining effective rehabilitation management processes
 - providing advice and training to site managers on issues pertaining to rehabilitation and the return to work of injured staff (both compensable and non compensable) on an annual basis
 - working with management to identify appropriate duties to effect the early and safe return to work of injured staff
 - maintaining appropriate documentation in compliance with legislation and Self Insured Standards
 - providing information to relevant staff through Claims and Rehabilitation Information Kit
- Monitor work injury performance through review of Workers Compensation Claims and Statistics on a regular basis in consultation with the Claims Administrator and the Executive Manager People, Culture and Risk

Key Responsibilities and Duties (continued)

- Monitor claims cost performance and liaise with the Claims Administrator to ensure proactive claims management and appropriate accounting of costs
- In conjunction with the Claims Administrator, the Executive Manager People, Culture and Risk and site management, monitor appropriateness of rehabilitation and treatment program to ensure safe Return to Work and recovery
- Monitor and renegotiate rehabilitation plan to ensure effectiveness and appropriateness in consultation with area management and injured worker
- Participate in the development and review of Resthaven policy and procedures associated with management of injured workers
- Be accountable for action taken in the rehabilitation of staff
- Advocate to Resthaven management to ensure maintenance of commitment to rehabilitation of injured workers
- Attend training seminars, conferences and other information sessions to maintain current knowledge of workers compensation, rehabilitation and industry-specific requirements

Employee Assistance Program

- Participate in review of contract with Employee Assistance provider

Non Work Related Injuries

- Coordinate assessments and reviews of non work related injuries with employee, in conjunction with Manager and Executive Manager People, Culture and Risk

Redeployed Employees

- In consultation with the Executive Manager People, Culture and Risk, monitor progress of redeployed employees to ensure ongoing suitability of allocated duties and productivity efficiencies

Financial Interviews

- Undertake interviews of incoming residents:
 - to determine what they will pay as bond, daily fee, premium and/or maintenance fee
 - to negotiate agreements between Resthaven and incoming residents

Quality and Safety

Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis
- Maintaining a safe work environment in accordance with Resthaven Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Occupational Health and Safety Policies and Procedures
- Participating in mandatory Health and Safety training sessions
- Identifying and reporting hazards in the workplace

Privacy and Confidentiality

Responsible for:

- Applying the principles of privacy and confidentiality to all work practices
- Adhering to Resthaven Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential

Other duties as directed by the Executive Manager People, Culture and Risk, commensurate with classification and training

Person Specification Rehabilitation Coordinator

ESSENTIAL CRITERIA

- Appropriate tertiary qualifications in Social Work, Rehabilitation or the Behavioural Sciences
- Demonstrated integrity and impartiality in all dealings to ensure appropriate action in all cases
- Demonstrated ability to work with staff at all levels in an organisation and with other professionals
- Demonstrate a high level of oral and written communication skills
- An understanding of injury and the ability to empathise with injured staff
- Ability to maintain confidentiality
- Demonstrated skills in negotiation
- Ability to plan, set goals and to monitor the achievement of goals
- Demonstrated experience in effective vocational rehabilitation
- Experience in working with line Managers to effect positive rehabilitation outcomes
- Comprehensive understanding of the Workers Rehabilitation and Compensation Act
- Understanding of and commitment to rehabilitation
- Current drivers licence

DESIRABLE CRITERIA

- Understanding of Resthaven's business activity
- Ability to work in a changing work environment and support others through periods of change

Acknowledged _____
Executive Manager People, Culture and Risk

Date _____

Acknowledged _____
Employee

Date _____