



Role Statement

Role title	Return to Work Consultant	Classification	ASO6
Branch	Shared Services SA	Type of Appointment	Ongoing
Section	Payroll Services	Position Number	Multiple
Approved by	Delegate	Date	June 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.

We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.

A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

The Return to Work (RTW) Consultant is accountable to the Team Leader, Return to Work for coordinating and facilitating the management of return to work cases for a variety of SA public sector agencies in accordance with the relevant legislation, regulations, government policies and performance standards.

The role provides expert advisory, consultancy and training service to public sector client agencies in relation to all aspects of return to work. The role is also responsible for determining return to work needs, develop return to work strategies and prepare, monitor and review recovery / return to work plans.

What this role is responsible for

- Managing a portfolio of return to work cases for public sector client agencies in accordance with the relevant legislation, regulations, government policies and performance standards to ensure an effective and efficient return to work service is provided to injured employees to achieve the earliest and safest possible return to work.
- Assessing and interpreting return to work needs for injured employees to develop return to work strategies and implement, monitor and review recovery/return to work plans.
- Delivering professional and expert return to work advisory, consultancy and training services to client agencies and stakeholders.
- Developing and maintaining strong and effective working relationships to support the effective exchange of information with managers, supervisors, injured employees, medical practitioners, and union and legal representatives regarding achieving the outcomes of the return to work process.
- Developing return to work reporting mechanisms and delivering regular, timely and accurate reports to client agencies.
- Assisting in the development, implementation and evaluation of return to work goals, strategies, policies, procedures and processes for continuous improvement.
- Delivering assigned projects and initiatives in a timely manner, address specific objectives and contribute to the continuous improvement of return to work services, expert advice and information.
- Keep accurate and complete records of business activities in accordance with the *State Records Act 1997*.

Who this role reports to

- Team Leader, Return to Work

Key Relationships/Stakeholders

- Injury Management Team
- All key stakeholders including injured employees, their representatives, SA Employment Tribunal, Regulatory Authorities and various service providers.

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- Medical providers, allied health providers, and other treating or support service providers.
 - Legal providers (including Crown Solicitors Office).
 - Client agency decision-makers and Return to Work Coordinators.
 - External Professional Associations (e.g. Australian Rehabilitation Providers Association).
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
 - This role requires:
 - ☐ National Police Check
 - ☐ General Employment Probity Check
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - ☒ Other: SA Police clearance
 - Some out of hours work may be required. Intrastate and interstate travel may be required.
 - The incumbent will be required to participate in the Departmental Performance Management Program.
 - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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Essential Expertise

- Relevant tertiary qualifications and/or equivalent knowledge of personal injury or work injury management, workers compensation legislation or demonstrated significant experience in the application of return to work principles.
- Demonstrated experience in return to work case management including analysing and determining return to work needs, developing and implementing solution focused return to work strategies including case conferences and preparing and monitoring recovery / return to work plans.
- Current sound knowledge of the Return to Work Act 2014, Regulations, SA Public Sector Injury Management Standards, management system principles and associated policies, procedures, and methodologies.
- Proven knowledge of, and ability to apply, medical and legal terminology associated with the factors influencing the management of work related injuries and illnesses.
- High level organisational skills, including the proven ability to manage high volumes of work and determine priorities to meet strict timelines and achieve planned outcomes.
- Proven ability to work with minimal supervision and participate as a team member to achieve agreed outcomes.
- Proven experience in providing expert analysis, advice and technical expertise interpreting and consulting on aspects of the legislation, regulations, policies and performance standards relating to return to work.
- Proven experience in the development, implementation and review of return to work policies, procedures and reporting mechanisms.
- Proven experience in effectively communicating and negotiating with a diverse range of clients at various levels and demonstrating effective and successful problem solving, conflict resolution and decision making techniques in the workers compensation and / or return to work environment.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.

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- An understanding of and ability to work to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- An understanding of Human Resources and Industrial Relations principles.
- Experience and sound knowledge of computer-based office systems, including Microsoft Outlook, Word and Excel.
- Experience in the maintenance of computer-based rehabilitation and claims management systems.

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