

Position description

Position	Injury Manager – Australia & New Zealand	
Employee		Approved:
Reports to (Title)	General Manager – Health and Safety	Reports to (Name): K Fox
Organization Unit	Health and Safety	Job Family:
Location	Adelaide	Date: February 2022

Organisational profile

Our business covers the whole supply chain from the farm gate through to delivering products to consumers in Australia and overseas.

We originate, store, handle, transport and market a range of agriculture commodities including grains, oilseeds, pulses and cotton.

As one of the largest buyers of Australian commodities nationally, we purchase directly from growers and supply consumers through our marketing and logistics network.

Our storage and handling network includes upcountry sites and strategically located port terminals spanning key growing regions in South Australia and western Victoria.

We are one of Australia’s largest container packing and processing businesses, with facilities in southern and eastern Australia.

We are the biggest importer of protein meals into Australia and supply product to a range of feed manufacturers and consumers.

At every stage of the supply chain, we have strong quality management and food safety processes to deliver our customers the quality and specification of every single order.

Our people across our network have specific skills and knowledge to meet the needs of all our customers. With a focus on the sustainability, safety, quality and reliability, our people, customers and communities can be confident in everything we do.

Organisational values

We make things happen

Efficient and effective, we get the job done we empower our people to make well-informed decisions, fast. We respond to change and pursue opportunity.

We are responsible

We care for our colleagues, our customers, our communities and our environment. We prioritise safety and sustainability throughout our business, continuously looking to improve our performance and the positive contribution we make to the world.

We are connected

We value diversity and work inclusively to bring together many minds, many talents and many perspectives. Throughout our network, we collaborate respectfully and build successful partnerships that last.

We are open

We recognise that our work can have an impact on our society and the environment. We care profoundly about our performance in compliance, environmental protection, human rights and health and safety.

We look ahead

We are solution focused. The future presents us with possibilities. We constantly learn and evolve, developing new ways of doing business to be the leaders in our field.

Accountability statement

The Injury Manager is accountable for managing the workers compensation function in Australia and New Zealand – specifically in South Australia in accordance with Self Insurance Performance Standards and the Code of Conduct, and in other jurisdictions, in accordance with local legislation. The role also oversees early intervention strategies for injured employees to prevent the escalation of minor injuries.

Dimensions

Reports to (Position)	General Manager – Health & Safety
No. of Employees in Dept.	10
No. of Direct Reports.	1

Key responsibilities

Safety management

- Contribute and influence an environment where health and safety is an integral part of how we do business.
- Be involved and committed to achieve a safe workplace.
- Ensure the safety of yourself, your work colleagues, customers and contractors.
- Work to achieve a zero-harm work environment.

Workers compensation management

- Manage the workers compensation function across all jurisdictions (self-insured in South Australia, via insurers in other states and under a government scheme in New Zealand).
- Ensure the effective implementation of processes to achieve early and effective return to work outcomes for injured workers and ensuring that claims are determined and managed in a cost effective, efficient, fair and equitable manner, in accordance with the relevant legislative requirements.
- Manage the internal dispute resolution process and attend the Workers Compensation Tribunal and other workers compensation dispute-resolution meetings as they arise to represent Viterra.
- Negotiate lump sum settlements, prepare the necessary documentation and where necessary, refer matters for legal advice / representation.
- Monitor and assist with the in-house rehabilitation process and manage cases referred to external rehabilitation providers.

Relationship building

- Interface with the business units and supervisors to coach and mentor in relation to good injury management practices and early intervention strategies.
- Create an environment that fosters teamwork and continuous improvement.

Compliance

- Manage the workers compensation requirements for self-insurance within South Australia.
- Monitor legislative change and review and update impacted workers compensation processes and documentation.
- Manage the Internal Audit process for the IM system.
- Facilitate the compilation of remuneration information on a state basis, annually to enable the Regulators to determine workers compensation premiums for payment, including arranging for the payment of workers compensation premiums and levies.

Other

- Provide leadership and direction to the Workers Compensation Claims Officer.
- Produce regular and ad-hoc reports as well as maintaining data and statistics regarding injuries and trends.
- Develop / review internal injury-management training packages in conjunction with the training team and in accordance with internal requirements.
- Provide advice to the HR team as required on return to work following non work-related injuries or illnesses.
- Produce reports in a timely manner.
- Undertake any other related duties as required.

Skills and experience required to perform the role

- Extensive knowledge of the South Australian Workers Rehabilitation and Compensation Act and Self Insurance requirement in South Australia
- Excellent attention to detail
- Sound knowledge of technology to support business and delivery of role, specifically in a Windows based environment
- Current drivers licence and ability to travel
- Proven ability to work cooperatively with others in a team environment
- Experience in the development and implementation of injury management systems
- General knowledge of the application of Workers Compensation requirements of other jurisdictions
- Experience in the management of staff
- Ability to obtain Rehabilitation and Return to Work accreditation
- Sound knowledge of technology to support business and delivery of role

Personal Profile

- Excellent interpersonal, communication and organisational skills with the ability to explain both process and findings effectively
- Ability to communicate and interact with personnel at all levels within an organisation
- Ability to work independently be self-motivated and proactive
- Contribute in a team environment through developing positive working relationships based on trust and integrity
- Commitment to service and performance excellence
- Ability to work in a high-pressure environment and proactively manage stakeholder expectations and conflicting priorities
- Take responsibility for achieving challenging personal professional goals
- Strive for excellence through the use of reflective practices
- Ability to use knowledge and initiative to problem solve and be solutions oriented

Signatures

Managers name	Karina Fox
Managers signature	
Date	

Employees name	
Employees signature	
Date	