



POSITION DESCRIPTION

JOB TITLE	GROUP MANAGER SELF INSURANCE
DEPARTMENT	People & Culture
REPORTS TO	Executive - People and Culture
DIRECT REPORTS	RTW Advisor / WHS Advisor / Senior Claims Manager / WHS Assistant

ROLE PURPOSE

Manage all aspects of Southern Cross Care's Self Insurance Management Systems to ensure compliance with legislation and Performance Standards for Self Insurers. Drive an organisational safety culture with a strong focus on the continuous improvement, evaluation and monitoring of WHS/IM strategies, processes and practices.

Partner with senior managers on the implementation and monitoring of strategies, processes and practices by providing advice, support, coaching and guidance to ensure compliance and engagement across the whole of SCC.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Effective Management Of Self Insurance Requirements and RTWSA Performance Standards For Self Insurers	<ul style="list-style-type: none"> • Ensure the WHS/RTW Management Framework supports the Strategic Plan and existing future service and business models. • Provide expert advice, coaching and support to site management in relation to the development of local WHS/RTW management action plans. • Ensure that Southern Cross Care complies with relevant legislation, standards and other requirements in relation to WHS/RTW management and Performance Standards for Self Insurers. • Monitor and interpret new and amended Legislation on WHS/RTW Management, matters and develop strategies to ensure compliance. • Represent Southern Cross Care at relevant external WHS/RTW management forums. • Act as reconsideration officer for Injury management, as required.
Workplace Health And Safety (WHS) / Safety Culture	<ul style="list-style-type: none"> • Develop, monitor and review the WHS/IM Strategic Plan. • Drive a safety culture through effective WHS strategies, processes and practices that achieve high performance against the Performance Standards for Self Insurers, including monitoring performance, development of management capability, reporting and high level analysis. • Ensure WHS competency is developed for all levels of management, supervision and for all employees. • Coordinate the provision of relevant information and analysis against key performance indicators to the People & Culture Committee and Executive to ensure that the Southern Cross Care action plan requirements are being met. • Develop, implement and monitor WHS audit progress for each site's WHS & RTW programme. Analyse results and implement and monitor corrective actions.

	<ul style="list-style-type: none"> ● Provide specialist advice to the Chief Executive Officer, Senior Managers and site management on WHS considerations, pertaining to development and/or building and systems modifications, and other major maintenance projects. ● Liaise with Senior Managers and contractors during the construction of new buildings or the upgrading of existing facilities to minimise any exposures from a legal perspective to Southern Cross Care.
Return To Work / Claims Administrator	<ul style="list-style-type: none"> ● Oversee the development of and monitor the Southern Cross Care RTW processes that support a timely return to work. ● Ensure that relevant Accident and Injury Statistics are collated, trends analysed and strategies identified for addressing each trend and thereby reducing injury frequency and, in turn, business costs. ● Report and monitor safety performance and adopt a continuous improvement approach to achieve reduced frequency of workplace injury. ● Monitor and manage the contracted claims provider to ensure compliance with self insurance performance indicators and effective claims management.
Manager WHS Obligations	<p>Ensure staff and others under your control work in a safe and healthy manner and take reasonable care to protect their own health and safety, and to avoid adversely affecting others including but not limited to:</p> <ul style="list-style-type: none"> ● Ensuring, as far as is reasonable, that staff under your control use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures and safe working instructions, specified work practices and associated WHS documents ● Ensuring the successful implementation of all SCC WHS &IM policies /procedures / Safe Work Instructions, work practices and associated WHS documents within your area of responsibility.
Safe Work Environment (WHS)	<p>Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to:</p> <ul style="list-style-type: none"> ● report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others ● as far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents ● identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues.

PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Tertiary qualifications in a relevant discipline e.g. Work Health and Safety Management, Risk Management, Insurance Management or Business (or substantial relevant experience in WHS, Insurance and Claims Management including Self Insurance for workers compensation).

Experience

- Extensive experience in a similar role within a large, multi-site organisation.
- Substantial experience in the successful development and implementation of Workplace Health and Safety strategy.
- Demonstrated experience in the development, implementation and continuous improvement of WHS, insurance and claims management systems.
- Proven track record in driving a safety culture from both a behavioral and compliance perspective.
- Demonstrated experience in dealing with regulators on difficult issues and in the management of complex claimants and sensitive issues.
- Demonstrated experience in communicating and presenting material and information to a broad range of stakeholders including the Board and Executive.

Skills

- Skilled at providing high quality strategic WHS and IM advice to mitigate organisational risk.
- Highly developed leadership and interpersonal skills with a proven ability to influence and negotiate effectively at all levels of the organisation.
- Ability to develop and maintain strong internal and external networks, alliances and stakeholder relationships to achieve results.
- Skilled at analysing complex information, discerning relevance and applying sound judgment to make well-founded decisions.
- Strong commercial acumen skills, including budget management and driving operational improvements and efficiencies.
- Effective planning and project management skills with the ability to set and work to deadlines.
- Demonstrated commitment to high standards and to meeting customers' needs.
- Skilled at moving between the big picture and the detail.
- Proficient computer and keyboard skills.
- Strong coaching skills.

Knowledge

- Deep knowledge of relevant WHS/IM legislation and standards.
- A basic knowledge of the requirements of the Aged Care Standards as applicable to the role.

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & "Better for life" model
- Ability to build positive relationships with residents and their representatives
- Commitment to work collaboratively as a positive and productive team member
- Demonstration of integrity, calmness and personal resilience
- Commitment to provide person centred customer service
- Commitment to work to the best of your ability
- Commitment to a problem solving approach to managing risks.

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC’s “Better for life” model in everything I do
- Perform all duties and behave at all time in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC’s approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modelling SCC’s values at all times:

SERVICE	Be the difference to people in our community through your service, dedication and positive commitment to helping others.
COURAGE	Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your team mates to do the same.
COMPASSION	Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU	YOUR MANAGER
Name:	Name:
Signed:	Signed:

<i>Version No</i>	<i>Updated</i>	<i>Approved by</i>	<i>Date approved</i>	<i>HR Review date</i>	<i>HR Reviewer</i>
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