

Position Description

Title	Workers Compensation Manager		Date	
Group	People and Culture		Grade	PM&S 2
			Reference	
Reports to			SAP Position No	
No of Reports (Attach Org Chart)				
Developed By			Approved By	
Agreement	<input checked="" type="checkbox"/>	Snr Contract		

Organisational Context

Ausgrid is an energy services business that operates the largest electricity network in Australia. We deliver a safe and reliable electricity supply to more than 1.7 million homes and businesses in parts of Sydney, the Central Coast and the Hunter regions of New South Wales.

Our electricity network connects communities across more than 22,000 square kilometres. It includes almost 50,000 kilometres of powerlines, more than 230 major substations and 31,000 distribution substations.

Our customers range from residential and rural properties to small businesses and large multinational corporations in industries such as manufacturing, mining, shipping, engineering, tourism and agriculture. Our operations include infrastructure construction and maintenance, customer connections, street lighting and metering and testing services.

Ausgrid's vision is to be a leading energy solutions provider, recognised both locally and globally. To achieve this vision, all Ausgrid employees commit to living our Values in all they do, so that we:

- Work Safe, Live Safe to protect self, other people and the environment
- take responsibility to be Honest and Accountable
- treat everyone with Respect
- listen to customers and take Customer Focused action
- actively contribute and consider other perspectives in a Collaborative workplace embrace change and seek performance excellence in a Commercially-minded organisation

Context of Position

The purpose of the position is to lead the development and implementation of workers compensation strategies and case management, including prevention and risk management, within a regulatory framework to minimise Ausgrids financial liability with respect to workplace injuries.

Key Accountabilities

- As a member of the Safety Leadership team, contribute to the execution of the broader safety strategy – Work Safe, Live Safe across Ausgrid and contribute subject matter expertise.
- Demonstrate effective leadership, influence and drive in leading and managing the Workers Compensation team and in establishing and maintaining positive ongoing working relationships with multiple business units within Ausgrid.
- Formulate recommendations to deliver appropriate measures and systems covering injury and rehabilitation policies and procedures to optimise the effectiveness of health initiatives in partnership with the Health Services Manager.
- Lead the management of workers compensation claims case load ensuring effective end to end case management while minimising liability and associated costs and ensuring compliance. This includes overseeing, evaluating and continuously improving standards, information systems and work processes, that facilitate a coordinated approach to the assessment and management of workers compensation claims.
- Working collaboratively to maintain and protect Ausgrids Self Insurer licence including compliance with Safework directives, guidelines, reporting requirements, reinsurance, security requirements, case management audit and other requirements.
- Protect Ausgrids interest in claims for lump sum compensation or where legal action has commenced, instructing legal on Ausgrids behalf in accordance with existing legislation, regulations, guidelines, codes of practice, policy, procedures or industry best practice.
- Provide expert advice and strategies on Workers Compensation and in consultation with the Manager Health Services on injury management issues and the Head of Health and Safety to manage current and future exposures.
- Provide appropriate coaching and training to line managers and employees in order to improve the outcome and effective management of injured employees including partnering with People Capability team to develop appropriate training materials as required.
- Deliver ongoing compliance with regulatory requirements and stay current with changes in legislation, regulations, guidelines, industry best practice and emerging trends and innovations.
- Benchmark Ausgrids workers compensation procedures and frameworks against industry best practice and similar organisations to identify potentials improvements in effectiveness, reduce claims liability and implement revised strategies.

- Identify appropriate performance indicators to assess the success of specific initiatives and actions
- Lead continuous improvement activities, identifying opportunities and proposing innovative approaches to achieving our objectives and value of Work Safe, Live Safe.
- Demonstrated awareness of and commitment to:
 - The promoting of a workplace culture that is diverse, safety focused, customer centred and efficiency driven
 - The values of Ausgrid and Code of Conduct
 - Equal Employment Opportunity
 - Environmental Management Protection

Challenges

- Ability to develop innovative and creative solutions to issues identified in case management and provide leadership in the implementation of process improvements.
- Promote awareness of effective injury and health management at all levels of the organisation
- Introduce innovative case management and reduce claims costs by developing and implementing systems, tools and processes to improve case management practices.
- Working collaboratively across teams to lift capability and promote Health and Safety outcomes
- In a changing environment, the role will need to benchmark Ausgrids approach against industry best practice and similar organisations to identify potentials improvements in effectiveness, reduce claims liability and implement revised strategies.

Key Relationships

Internal:

- Health and Safety team
- Senior Managers within the respective region and division
- Managers & supervisors within the respective region and division
- Ausgrid Contractors
- Employees

External:

- Industry forums
- External vendors
- Safework NSW
- other relevant Regulators
- Emergency Services
- Other Networks Distributors

Budget (annual) direct responsibility

OPEX: Approx \$4.5M

CAPEX: n/a

Education, Experience and Skills

Essential:

- Degree in Work Health and Safety or related area
- Significant experience in leading and managing a Workers compensation claims management function within a medium to large organisation in a high risk industry.
- Possess relevant workers compensation/injury management qualification such as completion of relevant recognised Work Health and safety advanced return to work certification.
- Comprehensive knowledge and understanding of relevant legislation and regulations, codes of practice, standards and procedures, Australia Standards, to support effective workers compensation claims management.
- High level interpersonal skills and proven ability to communicate effectively with all levels of the organisation with a proven ability to build effective and professional relationships and build a shared vision and the ability to negotiate and influence stakeholders.
- Proven analytical, research and problem solving skills with the ability to identify key issues, seek multiple perspectives and recommend innovative solutions.
- Proven experience in producing highly complex and technical written communication
- Proven experience in presenting information to large groups and facilitate training as required.
- Valid Drivers Licence

Desirable:

- Experience in leading a workers compensation team within a self-insurer.
- Experience in working within multiple scheme related organisations