

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Senior Injury Management Consultant
Business Unit/Division:	People & Culture
Award Agreement:	Health and Allied Services Managers and Administrative Workers
Classification:	HS6
Employment Type:	Full Time, Ongoing
Reports to:	Director Human Resources & Talent Acquisition
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

The Senior Injury Management Consultant is responsible for providing advanced injury management, workers compensation and return to work services across Northern Health. The role acts as the team's subject matter expert, providing coaching, mentoring and technical guidance to Injury Management Consultants whilst maintaining a portfolio of complex and high-risk claims.

The position works closely with managers, directors, treating practitioners, WorkSafe Agents and rehabilitation providers to achieve timely, safe and sustainable return to work outcomes. The role supports the Director Human Resources & Talent Acquisition in driving consistency, compliance, capability development and continuous improvement across the injury management function.

This position is responsible for:

- Managing a portfolio of complex workers compensation and injury management cases.
- Acting as the primary escalation point for Injury Management Consultants on complex matters.
- Providing day-to-day coaching, mentoring and technical support to Injury Management Consultants.
- Assisting with onboarding, induction and capability development of new team members.
- Ensuring legislative compliance with the Workplace Injury Rehabilitation and Compensation Act, associated regulations and relevant industrial agreements.
- Driving best-practice injury management and return to work outcomes.
- Building strong working relationships with managers and stakeholders to support early intervention and recovery at work.
- Supporting the Director with audits, reporting, quality assurance activities and process improvements.
- Acting as delegate for the Director Human Resources & Talent Acquisition as required.
- Liaising with WorkSafe Agents, Occupational Rehabilitation Providers, Independent Medical Examiners and legal representatives.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Provide expert injury management and workers compensation advice across the organisation.
- Support Injury Management Advisors in managing complex claims and challenging return to work situations.
- Monitor claim strategies and provide recommendations to improve outcomes.
- Review injury management plans and return to work arrangements to ensure legislative compliance and consistency.
- Deliver coaching, education and practical guidance to Injury Management Advisors and operational leaders.
- Support quality assurance activities and identify opportunities for continuous improvement.

Injury Management and Return to Work

- Manage a portfolio of high-risk, complex and sensitive injury management cases.
- Facilitate durable and meaningful return to work opportunities.
- Ensure injured workers receive timely, supportive and clinically appropriate case management.
- Engage effectively with treating practitioners and rehabilitation providers to support recovery.
- Escalate significant risks and barriers to recovery as appropriate.
- Maintain accurate and contemporaneous case records.

Organisational Contribution

- Provide injury management support across all campuses and directorates.
- Partner with leadership teams to improve return to work outcomes and claim performance.
- Contribute to policy, procedure and program development.
- Assist with preparation of data, reports and presentations for leadership and governance committees.
- Participate in organisational projects relating to wellbeing, OHS and workforce sustainability.

Stakeholder Engagement

- Build productive relationships with WorkSafe Agents and key external providers.
- Provide expert advice and support to managers regarding legislative obligations and workplace adjustments.
- Promote positive and collaborative relationships with injured workers and their representatives.
- Influence stakeholders to achieve safe, sustainable and meaningful return to work outcomes.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- Minimum 5 years' experience in Injury Management, Return to Work or Workers Compensation.
- Demonstrated experience managing complex and high-risk claims.
- Experience coaching, mentoring or developing others.
- Demonstrated experience engaging with WorkSafe Agents and occupational rehabilitation providers.

Desirable

- RTW Coordinator training.
- Relevant tertiary qualification in Human Resources, Occupational Therapy, Physiotherapy, Exercise Physiology, Rehabilitation Counselling, Nursing, Health Sciences or a related discipline.

Knowledge, Skills and Behaviours:

- Advanced knowledge of Victorian workers compensation legislation.
- Strong understanding of return to work obligations and best-practice injury management.
- Demonstrated ability to provide technical leadership without direct line management responsibility.
- Ability to influence and build effective relationships with leaders at all levels.
- Strong conflict resolution and negotiation skills.
- Excellent written and verbal communication skills.
- Strong organisational and time management skills.
- Demonstrated ability to manage competing priorities and deadlines.
- High level analytical and problem-solving capability.
- Strong commitment to confidentiality and professionalism

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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