

POSITION DESCRIPTION

Injury Management Coordinator



POSITION DETAILS

Position Title	Injury Management Coordinator
Classification	HEW Level 8
Position Number	7001285
School/Office	Office of People & Culture
Division	Operations

POSITION PURPOSE

The Injury Management Coordinator manages workers compensation claims, workplace rehabilitation and return-to-work programs across Western Sydney University and its entities. The position provides authoritative advice, coordinates complex cases and reasonable adjustment arrangements, supports compliance with legislative requirements, and uses claims and financial data to improve injury management outcomes and promote a positive safety culture.

KEY ACCOUNTABILITIES

1. **Manage workers compensation and rehabilitation cases** across the University and its entities, including injury reporting, claims administration, investigations and proactive case coordination.
2. **Coordinate return-to-work and transition to reasonable adjustment arrangements** where appropriate, with staff, supervisors, People & Culture, insurers, health professionals and rehabilitation providers to support safe and sustainable outcomes.
3. **Provide specialist advice and guidance** to managers and staff on workers compensation, workplace rehabilitation, injury management and associated legislative obligations.
4. **Develop and maintain policies, procedures and work practices** for workers compensation and rehabilitation, negotiating implementation with management, staff and unions where required.
5. **Analyse claims, insurer, HRMS and finance data** to identify emerging trends, monitor costs and performance, and provide evidence-based reports, recommendations and proposals that inform injury prevention, risk management and University decision-making
6. **Manage insurance renewal and financial administration** including wage declarations,

reimbursements, premium cost calculations and liaison with the insurer and Finance.

7. **Design, deliver and evaluate injury management education and awareness and improvement initiatives** that build supervisor capability, strengthen a proactive safety culture and improve return-to-work outcomes
8. **Maintain effective injury management governance, communication and stakeholder engagement** through accurate records, current web content, committee representation, inbox triage and timely distribution of information, and build relationships with health professionals and service providers to support timely treatment, suitable duties and sustainable return-to-work outcomes

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant postgraduate qualification or equivalent experience** in health administration, exercise and health, rehabilitation coordination or a related field, together with Return-to-Work accreditation or progress towards relevant study.
2. **Extensive workers compensation and rehabilitation management experience**, including complex case coordination involving managers, injured workers, case managers, specialists and People & Culture partners.
3. **Extensive knowledge of injury management and workers compensation legislation**, with working knowledge of the NSW Work Health and Safety Act 2011, Disability Discrimination Act 1992 and associated requirements.
4. **High-level analytical, evaluation and research capability**, including the ability to interpret insurer, HRMS and finance data and develop sound solutions to complex injury management issues.
5. **Strong written and verbal communication skills**, including the ability to prepare complex reports, procedures, return-to-work plans, reasonable adjustment plans, ergonomic reviews, physical demand assessments and risk assessments.
6. **Well-developed interpersonal, negotiation and stakeholder management skills**, with the ability to establish effective relationships and communicate clearly with staff and senior managers.

KEY RELATIONSHIPS

- **This position reports to:** Director, Safety & Wellbeing
- **This position supervises:** No direct reports
- **Key internal relationships:**
 - Safety & Wellbeing staff; supervisors and managers
 - University staff requiring workers compensation and rehabilitation services
 - People & Culture partners and operations teams, Payroll and Finance
- **Key external relationships:**
 - State Insurance Regulatory Authority (SIRA); iCARE; SafeWork NSW
 - EML and other workers compensation insurance contacts
 - Health professionals and rehabilitation service providers

CHALLENGES

- *Coordinating complex injury management matters across multiple internal and external stakeholders while protecting confidentiality and maintaining timely case progression.*
- *Applying changing workers compensation, work health and safety, discrimination and rehabilitation requirements to individual cases and University-wide practices.*
- *Balancing safe and sustainable return-to-work outcomes with operational requirements, medical advice, employee circumstances and insurer processes.*
- *Interpreting claims, cost and trend data from multiple systems to identify emerging risks and provide reliable advice for decision-making.*
- *Increasing number of reported Psychosocial related incidents.*

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Western Sydney University Professional Staff Agreement 2026
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Director, Safety & Wellbeing

Date: 15 October 2026