



Position Description

Independent Review Officer

Classification band:	Band 10
Position number:	33441
Business unit:	Independent Review Division
Division:	Legal and Governance
Employment type:	Full time/on-going
Position reports to:	Lead Counsel – Workers Compensation Independent Review Service
Direct reports:	Nil
Work location:	Melbourne 567 Collins Street, Melbourne

At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us.

Our organisation is focussed on the delivery of our **Strategy**, as we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community through continuing to focus on our **Customers** and putting **Prevention First**.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

Our Values

The work we do is important because we impact upon many people's lives, every day. We have responsibility to ensure that our values guide us in everything we do.



Purpose

The Workers Compensation Independent Review Service (WCIRS) provides a non-statutory review framework for decisions made by claims agents under the *Workplace Injury Rehabilitation and Compensation Act* (Vic) 2013 on behalf of WorkSafe. The primary purpose of WCIRS is to review disputed decisions relating to workers' compensation claims and entitlements in a manner that ensures fair, reasonable and sustainable decision-making outcomes that assist WorkSafe to encourage, promote and support workers through their recovery and provide effective occupational rehabilitation and early return to work through suitable employment opportunities.

WCIRS supports WorkSafe's work in the Victorian community and aims to be connected, persistent and dynamic.

The Independent Review Officer is expected to undertake a high level of complex investigative and analytical work that has significant implications across WorkSafe Victoria operations while working within clear and established management systems, legislative/regulatory provisions and professional standards.

Key accountabilities

- Investigate and determine applications for review of disputed WorkSafe agent decisions and other WorkSafe decisions in a fair, reasonable and timely manner.
- Write clear and logical decisions setting out the basis for decision, relevant findings of fact and the material on which those findings were based.
- Build and maintain collaborative working relationships with internal stakeholders and provide support and learning opportunities relating to or arising out of a non-statutory review.
- Communicate decision outcomes of reviews and the reasons for those outcomes to workers, agents or other authorised decision-makers and relevant WorkSafe staff in a timely and professional manner.
- Liaise with and provide instruction and guidance to employers, employees and other duty holders in relation to the review process.
- In a continuous improvement dynamic –
 - provide guidance to WorkSafe staff and agents on matters relating to the review process, including trends, issues or feedback identified during reviews that support fair, reasonable, consistent and sustainable decision-making objective; and
 - continuously review and, where necessary, provide feedback to the Lead Counsel and Senior Independent Review Officers in the revision and update of procedures, processes and policies within the independent review team.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email
- Adhere to all WorkSafe's policies and procedures and any legislative requirements relevant to this position
- Any other reasonable and related duties as required to meet the ongoing needs of WorkSafe

Key relationships

- Managing Special Counsel – Independent Review
- Lead Counsel – Workers Compensation Independent Review Service
- WorkSafe's Insurance Business Unit

- ✦ Workers
- ✦ Claim Agents
- ✦ Employers
- ✦ General Counsel
- ✦ Legislation, Policy and Information Services
- ✦ External Affairs & Government Relations

Requirements of the position

Skills and experience

Essential Skills & Experience

- ✦ Demonstrated experience as a technical expert or a complex specialist as a legal advocate or policy specialist in the Victorian workers' compensation framework.
- ✦ Demonstrated experience in conducting administrative and merit reviews or formal organisational investigations.
- ✦ Highly developed and demonstrated knowledge of the *Workplace Injury Rehabilitation and Compensation Act (Vic) 2013* and the Victorian workers' compensation statutory framework.
- ✦ Highly developed alternative dispute resolution, conflict resolution and facilitation skills.
- ✦ Demonstrated ability to assess competing and complex arguments and to reach logical and sustainable conclusions based on relevant material.
- ✦ Demonstrated ability to write sound logical and sustainable decisions capable of withstanding internal and external scrutiny, including scrutiny by Courts and Tribunals.
- ✦ Demonstrated ability to work as an effective member of a highly motivated, multi-disciplinary team, to meet timelines and effectively manage varying and complex work loads.
- ✦ Demonstrated ability to work independently with minimal supervision in an environment of internal and stakeholder pressure, and strict statutory deadlines.
- ✦ Capacity to deal effectively and tactfully with a wide range of stakeholders in the review context, including workers, employers, lawyers and other representatives.
- ✦ Demonstrated ability to present review outcomes and learnings to internal and external stakeholder groups.
- ✦ Excellent written and verbal communication skills.
- ✦ A high level of personal integrity.

Highly Desirable Skills & Experience

- ✦ Previous experience in the operation of merit review Tribunals, such as VCAT in relation to administrative decision making.
- ✦ Previous experience in statutory decision-making functions.
- ✦ Sound understanding of the principles of administrative review, and their application to the WorkSafe review context.
- ✦ Understanding of the principles of statutory interpretation and legal precedent.

Capability Criteria

Stakeholder Engagement – Communicate and engage effectively with all stakeholders and develop strong relationships

Client Centricity – Hold the client at the core of all activities and decisions to deliver quality services, experiences and outcomes

Emotional Awareness – Demonstrate empathy and integrity towards others and make effective judgements in complex situations

Adapting to Change – Identify and understand the value of change. Demonstrate resilience and a positive and proactive attitude towards change

Problem Solving - Apply critical thinking to solve problems, explain root causes and evaluate solutions

Regulatory - Understand the regulatory operating environment and align this knowledge to decision making.

Innovative Thinking - Encourage creativity in others, continuously learn and share new ideas and promote innovation techniques in order to maximise the value of new opportunities.

Influencing Others - Understand and influence compliance with relevant laws, policies and regulations.