



Position Description

Lead/Lead Counsel Internal Review Unit (IRU)

Classification band:	Executive Officer
Position number:	30215
Business unit:	Independent Review Division
Division:	Legal and Governance
Employment type:	Full time going
Position reports to:	Managing Special Counsel – Independent Review Division
Direct reports:	6
Work location:	Group 3 567 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 Lead/Lead Counsel of the Internal Review Unit (IRU) will be responsible for leading a specific program and/or team of technical specialists and be accountable for their contribution as part of the core business of WorkSafe Victoria. In addition to this, the focus is on clearly defined functional objectives within established policy frameworks and requires solutions that represent improvements on current practice.

Our IRU provides employers, employees and duty holders with an opportunity to request administrative reviews of Inspector decisions under the *Occupational Health & Safety Act 2004*, the *Dangerous Goods Act 1985*, the *Equipment Public Safety Act 1994* and the *Workplace Injury Rehabilitation & Compensation Act 2013*, together with reviews of license decisions made under associated regulations.

This Unit supports our work in the Victorian community and aims to be *Constructive, Transparent, Accountable and Effective*.

The Lead/Lead Counsel IRU is responsible for promoting these values through the Unit's review of decisions.

Key accountabilities

- Reporting to WorkSafe's Managing Special Counsel of the Independent Review Division, lead and manage a team of internal review officers in the IRU who are charged with investigating and determining applications for review of an inspector or authorised person's decision in accordance with relevant legislation in a manner that supports fair, reasonable and timely decision-making practices.
- Consider and determine requests initiated by WorkSafe management for cancellation or variation of an inspector or an authorised person's decision.
- Write clear and logical decisions setting out the basis for decision, relevant findings of fact and the material on which those findings were based.
- Communicate outcomes of reviews and the reasons for those outcomes to applicants, inspectors, authorised decision-makers and relevant WorkSafe staff in a timely and professional manner.
- Ensure all decisions are made in a timely and professional manner.
- 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
- Build and maintain collaborative working relationships with internal stakeholders and provide support and learning opportunities relating to or arising out of reviews.
- 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 objectives; and
 - continuously review and, where necessary, revise and update procedures, processes and policies within the independent review team.
- Provide direct feedback to WorkSafe management on matters raised in reviews and outcomes of such reviews, and identify operational, policy or training opportunities which may arise from those reviews.
- 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 Division
- ✦ Senior Internal Review Officers & Internal Review Officers
- ✦ Administrative Staff
- ✦ Workers Compensation Independent Review Service
- ✦ Executive Director & General Counsel of Legal & Governance
- ✦ WorkSafe employees including inspectors, authorised decision-makers and specialists;
- ✦ WorkSafe's Health & Safety Leadership Team & Insurance Business Unit
- ✦ Victorian Employers and Employees
- ✦ Health and Safety Representatives
- ✦ Authorised Representatives of Registered Employer Organisations
- ✦ Victorian Employer Groups
- ✦ Trades Unions
- ✦ Legal Representatives
- ✦ The wider Victorian community

Requirements of the position

Skills and experience

Essential

- ✦ Demonstrated experience in conducting administrative and merit reviews or formal organisational investigations.
- ✦ Demonstrated experience and skill in managing self and working independently in an environment of internal and stakeholder pressures, requiring high levels of integrity.
- ✦ Demonstrated ability to assess competing and complex arguments and to reach logical and sustainable conclusions based on relevant material.
- ✦ High evolved ability to mentor and supervise the work output of non-senior staff within a team and provide qualitative, timely and constructive feedback.
- ✦ Demonstrated ability to write sound logical and sustainable decisions capable of withstanding internal and external scrutiny, including scrutiny by Courts and Tribunals.
- ✦ Excellent written and verbal communication skills.
- ✦ 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, and to represent the IRU in a range of settings.
- ✦ Demonstrated ability to provide constructive feedback in a manner which positively influences learning behaviours and outcomes.

- Demonstrated ability to work independently with minimal supervision in an environment of internal and stakeholder pressure, and strict statutory deadlines.
- Emotional Intelligence and 'Values' driven behaviours.
- Well-developed alternative dispute resolution, conflict resolution and facilitation skills.
- A high level of personal integrity.

Highly Desirable

- Experience in the operation of merit review Tribunals, such as VCAT in relation to administrative decision making.
- Demonstrated understanding of the *Occupational Health and Safety Act 2004*, the *Workplace Injury & Rehabilitation Act 2013*, *Dangerous Goods Act 1985* and supporting regulations and compliance codes
- Sound understanding of the principles of administrative review, and their application to the WorkSafe review context.

Qualifications

- Bachelor of Laws (LL.B) – desirable but not essential;

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

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.

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

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

Project/Program/Portfolio Management - Demonstrates key project planning, management and evaluation skills that are critical to effective project delivery.

Preventative Law - Preventing legal risks from becoming legal problems.

High Performing - Drive high performance, lead by example and manage self and others to perform at their optimum.

Strategic - Think and act strategically and use insights to inform decisions.