



## Position Description

# Head of Delivery Operations

<b>Classification band:</b>	PESES 2
<b>Position number:</b>	42140
<b>Business unit:</b>	RTW Victoria
<b>Division:</b>	Delivery Operations
<b>Employment type:</b>	Fixed Term
<b>Position reports to:</b>	Executive Director RTW Victoria
<b>Direct reports:</b>	3
<b>Work location:</b>	<b>Headquarters</b> This role is based at WorkSafe headquarters, located at 1 Malop St, Geelong

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.

WorkSafe's Strategy has our core purpose front of mind – reducing workplace harm and improving outcomes for injured workers. We don't shy away from the importance of our purpose to the Victorian community, that's why we have a stated ambition to be world leading.

We want Victoria to be the safest place to work in Australia and one of the safest in the world; and we aspire to be a world leader in return to work after a workplace injury.

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 Head of Delivery Operations is a key leadership position within the Return to Work Victoria business unit with a dual focus on the ensuring all activity contributes to the sustainability of the scheme and client satisfaction. This will be achieved through:

- Overseeing relationships with key stakeholders including but not limited to the Authorised Agents, contract and relationship management of the panel of law firms, other service providers, relevant stakeholders and the Courts.
- Shaping the strategy that underpins the Claims, CaRS, litigation functions with a focus on achieving better performance outcomes for injured workers and ultimately the scheme.
- Focused on ensuring all injured workers are supported through best practice claims management processes and procedures that lead to effective and financially viable outcomes.

## Key accountabilities

- Provide executive leadership to and hold accountability for the following functions: Claims and Recovery Support, Claims, Dispute Management, enhancing inter-division collaboration to deliver contemporary workplace injury insurance solutions.
- Champion innovation and continuous improvement, developing and implementing strategies to ensure WorkSafe's claims management approach is transformed and leads to higher performance outcomes.
- Work with the functions (Claims, Dispute Management and Claims and Recovery Support) to set the operational direction and tactical plans that ensure the effective and efficient management of claims in line with the modernised legislation.
- Leading the strategic direction through the use of environmental scanning and analysis of data and claims trends.
- Lead, motivate and manage skilled multi-disciplinary teams including highly technical and specialist disciplines to ensure the timely delivery of WorkSafe's insurance scheme delivery functions.
- Oversee scheme liabilities falling within the responsibility of Dispute Management, specifically relating to common law (damages and costs), statutory benefits and recoveries. This includes liaising with internal and external actuaries on the valuation of these liabilities.
- Oversee all aspects of performance within Claims, CaRS and Dispute Management (managing common law liabilities, third party recoveries and litigation under the WIRC Act), including the setting and attainment of performance targets to achieve legislative reform outcomes.
- Develop and maintain effective relationships with key partners and providers and proactively engage on strategic and operational activities.
- Proactively manage issues and identify risks, opportunities and trends affecting WorkSafe and the Victorian community and deliver solutions in support of WorkSafe's legislative responsibilities and strategic objectives.
- As an SLT member contributing to the cultural and organisational change across the RTW V Business Unit and divisions.
- 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

### Internal

- Executive Director Return to Work Victoria
- RTWV Leadership Team and staff
- Worksafe's Executive Leadership Team
- CEO, Board and Chairman
- Worksafe's Finance & Audit Committee and Board
- Business Performance
- Finance
- Internal Actuaries
- Intelligence Management Function (IMF)
- RTW Inspectorate
- Strategic Delivery Business Unit

### External

- Authorised Agent National & State Managers, Operational Managers and other senior leaders.
- Workplace Incident Consultative Committee (WICC)
- Workplace Advisory Committee (WACC)
- Rehabilitation Compensation Working Group (RCWG)
- VTHC and other employer representatives
- Plaintiff law firms, Legal Liaison Group, Courts, Medical Panels and peak legal industry bodies
- Victorian Ombudsman
- National & state workers compensation regulatory body representatives
- Minister's Office
- Department of Treasury & Finance
- Health Peak bodies
- Health Boards
- Insurance industry
- External actuaries

## Requirements of the position

### Skills and experience

- Substantial experience in executive or equivalent senior leadership, claims, health, or business management
- Demonstrated experience in setting departmental direction: empowering teams that are accountable for leading operations commensurate with WorkSafe's legislative responsibilities.

- ❖ High level communication skills (written and oral), including facilitation of groups, the ability to give advice and information and the ability to soundly interpret legislation and complex business performance matters.
- ❖ Expert knowledge and experience in leadership, with the ability to lead through change and inspire multi-functional teams via best practice frameworks, methodologies and emerging practice.
- ❖ Extensive experience in achieving strategic outcomes through the provision of analytical research, strategic planning and complex decision making.
- ❖ Previous senior leadership experience within a large complex organisation, preferably in Government, insurance, personal injury or other personal injuries schemes.
- ❖ Capability to drive and implement change and to develop strategies to manage financial, operational and reputational risk.
- ❖ Highly sophisticated stakeholder relationship and management skills with expertise in managing complex and sensitive issues impacting multiple tiers (eg. public and private sector, industry groups, unions, Government and internal stakeholders)
- ❖ Understanding of and sensitivity to the broader political and social environment affecting WorkSafe
- ❖ Highly developed strategic thinking and analytical skills to overcome new and existing challenges and to proactively respond to emerging risks

#### **Qualifications**

- ❖ Relevant degree and/or post graduate degree

#### **Health, safety & wellbeing commitments**

##### **Senior Leadership Team/Executive Leadership Team**

- ❖ Ensure HSW risks associated with activities in their area of control are identified and appropriate control measures are implemented.
- ❖ Arrange for appropriate information, instruction and training, and other resources to be budgeted for and provided in their divisions.

## Capability Criteria (TBC)

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.

Commerciality - Understand the wider environment in which WorkSafe sits, demonstrating familiarity with the role we play in the community and how the activities of WorkSafe impacts role performance.

Procurement - Obtain goods and services both strategically and in alignment with regulations.

Strategic Planning & Execution - Setting strategic goals and determining actions to achieve the goals while focusing resources to execute the actions.

Innovation Approaches - Managing uncertainty, ambiguity and complexity through imagining what could be and running experiments to validate these ideas.

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.

### Application Instructions

To apply, go to [fisherleadership.com](https://fisherleadership.com) and click on 'APPLY ONLINE' using reference WSVhod0324, and address your cover letter and resume to Dani White or David Baber.

Your application should include:

1. A brief covering letter clearly quoting WSVhod0324
2. A complete current resume: stating responsibilities and achievements against each role you have held

Please ensure that you receive an email acknowledgement confirming receipt of your application.

The closing date for applications is Wednesday, 24 April 2024.