



Position Description

Head of Partners & Providers

Classification band:	PESES 2
Position number:	42142
Business unit:	RTW Victoria
Division:	Partners and Providers
Employment type:	Fixed term
Position reports to:	Executive Director RTW Victoria
Direct reports:	3
Work location:	Headquarters 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 Partners & Providers 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 within the broader workers compensation and workplace health areas, including but not limited to the Authorised Agents, Medical Providers, and Victorian employers– whether they pay WorkSafe Insurance premiums or are self-insured.
- Shaping the strategy that underpins the relationships with the Agents, medical providers and employers with a focus on achieving better performance outcomes for injured workers and ultimately the scheme.
- Focusing on transforming partnerships with providers to work towards implementing effective and financially efficient client outcomes.

Key accountabilities

- ✦ Provide executive leadership to and hold accountability for the following functions: Agent Performance and Relationships, Premium and Self Insurance and Health & Recovery; enhancing inter-division collaboration to deliver contemporary and innovative workplace injury insurance solutions.
- ✦ This will include driving improvement in Agent performance and capability, working closely with Agents to manage and review workers' claims to achieve appropriate outcomes, determining the policy and processes associated with the collection of premiums from over 280,000 Victorian employers annually, leading the delivery of WorkSafe's regulatory strategy as it applies to Victoria's self-insured employers and health providers.
- ✦ Champion innovation and continuous improvement, developing and implementing strategies to ensure Worksafe's relationships and influence with partners and providers is transformed and leads to higher performance outcomes.
- ✦ Oversee all aspects of performance within APRD, Premium and Self Insurance and Health and Recovery, including the setting and attainment of performance targets to achieve legislative reform outcomes.
- ✦ Work with the functions (premium, self-insurance and Agent contracts) to set the long term strategic direction and tactical plans to ensure the effective and efficient management of partners and providers. This includes using data and trend analysis to inform the premium rate setting and contract negotiations.
- ✦ 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.
- ✦ Lead a multidisciplinary team of advisors, service providers and technical specialists in serving the needs of WorkSafe's clients and the Victorian community.
- ✦ 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
- ✦ Actuaries
- ✦ Intelligence Management Function (IMF)
- ✦ RTW Inspectorate
- ✦ Strategic Delivery Business Unit (including but not limited to):
 - Recovery, Planning & Performance
 - Claims and Recovery Services
 - Recovery Service Model
 - Mental Health Strategy

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
- ✦ Employer representatives
- ✦ Victorian Ombudsman
- ✦ Minister's office
- ✦ Department of Treasury & Finance
- ✦ Health Peak bodies
- ✦ Health Boards
- ✦ Insurance industry
- ✦ External actuaries
- ✦ WorkSafe Agent National and Victorian Management

Requirements of the position

- ❖ Substantial experience in executive or equivalent senior leadership, claims, health, or business management
- ❖ Commercial acumen including successful experience in procuring services from the market fairly and contract negotiations
- ❖ Awareness of the health industry and proven experience partnering with health organisations to achieve mutually beneficial outcomes.
- ❖ Significant premium and social insurance exposure and experience in the development of fee strategies i.e. provider fee strategies.
- ❖ 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.
- ❖ Ability to collaborate across organisations at all levels and build networks quickly

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

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

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.

Data & Information Analysis - Analyse and interpret information to deliver valuable insights

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

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

Policy Development - Establish boundaries, guidelines and best practices for WorkSafe activities by developing policies that align to governmental and organisational objectives.

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 and click on 'APPLY ONLINE' using reference WSVhpp0324, and address your cover letter and resume to Dani White or David Baber.

Your application should include:

1. A brief covering letter clearly quoting WSVhpp0324
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.