



PRINCIPAL ADVISOR ENFORCEMENT

JOB & PERSON SPECIFICATION

AUGUST 2024

Position Description

TITLE	Principal Advisor		
BUSINESS GROUP	Regulation		
REPORTS TO	Leader Enforcement		
GRADE	5	DIRECT REPORTS	Nil
BUDGET	Staff: 0	Operations:	0
ORGANISATION CONTEXT			
<p>At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We also manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are also the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work.</p>			
OUR VALUES			
<p>We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: We care about people and sustainability, We are inclusive and innovative, We listen to understand and We own our actions.</p>			
PRIMARY OBJECTIVE			
<p>Enable the application of regulatory and enforcement options available to ReturnToWorkSA. Ensure the quality and defensibility of matters pursued under the Remissions and Supplementary Payments Scheme (RASP). This includes focussing on the application of supplementary payments and framing of commitments under the RASP, ensuring appropriate distance from the investigative work.</p> <p>This role is an important enabler to strong governance in Enforcement and will protect scheme integrity by ensuring proper administration of processes associated with non-compliances under the <i>Return to Work Act</i> (the Act) as relevant to the RASP and the Code of Conduct for Self-Insured Employers and supporting the effective governance of the Enforcement business.</p>			
KEY ACCOUNTABILITIES			
Key accountabilities	Activities and outcomes sought		
As a Team Member at ReturntoWorkSA	As a team member of the Regulation team:		

	<ul style="list-style-type: none"> • Contribute to a team culture of care, professional excellence and accountability with a willingness to focus on achieving excellent customer outcomes. • Collaborate across the business unit to identify process improvement initiatives and efficiencies. • Constantly look to leverage team members strengths • Actively share knowledge and insights to build understanding of customer pain points and service needs. • In all interactions, be a genuine ambassador of our values
Manage the RASP Process	<ul style="list-style-type: none"> • Lead negotiation of Commitments under the RASP and lead the governance of monitoring compliance with these through strong interaction with the Managers in Enforcement under S147 of the Act and the RASP. • Draft and finalise commitments made under S147 of the Act and the RASP.
Achieve strong regulatory impact by taking appropriate and timely action	<ul style="list-style-type: none"> • Draft findings and administrative letters for identified non-compliances for registered employers and self-insured employers, identified breaches of the Code of Conduct for self-insured employers. • Prepare high quality briefings, decisions, and correspondence with sound rationale for ReturnToWorkSA delegates (CEO, Executive Leader Regulation and Leader Enforcement) to inform the selection and application of the appropriate regulatory options arising under the Act, the Remissions and Supplementary Payments Scheme and the Code of Conduct for Self-Insured Employers relevant to employer obligations under the Act.
Ensure fit for purpose frameworks and processes are maintained that support the business	<ul style="list-style-type: none"> • Support effective governance and risk management to enable Enforcement to efficiently undertake its functions per the intent of the <i>Return to Work Act</i>. • Maintain governance materials for Enforcement. • Undertake premium review for the scheme.
Ensure fit for purpose policy and programs are maintained that ensure Scheme success	<ul style="list-style-type: none"> • Contribute to Enforcement policy and operational program design and delivery. • Leverage learnings from management of administrative matters. • Provide policy advice and guidance on matters of regulatory importance. • Assist with the delivery of training to Claims Agents to support capability.
Ensure advice provided is legally	<ul style="list-style-type: none"> • Deliver exemplary service by working collaboratively with others across ReturnToWorkSA and with external

<p>sound and well-rounded and considers all aspects and inter-relationships</p>	<p>stakeholders.</p> <ul style="list-style-type: none"> • Contribute to a team culture of professional excellence, accountability, and innovation with a strong customer focus. • Actively share knowledge and insight to build the team’s success and Scheme impact. • Engage with Legal Services as needed.
<p>KNOWLEDGE AND EXPERIENCE</p>	<p>Demonstrated by</p>
<p>Qualifications and technical experience</p>	<ul style="list-style-type: none"> • Sound administrative law experience: <ul style="list-style-type: none"> ○ Bachelor of Laws (LLB). ○ Administrative and/or industrial law and personal injury experience. ○ Experience in accurately briefing senior leaders in administrative matters in a timely manner. • Excellent understanding of legislation: <ul style="list-style-type: none"> ○ Demonstrated ability to read, interpret and apply legislation, and apply to factual scenarios by providing advice with minimal direction. ○ Demonstrated ability to take instructions and independently identify issues and prepare advice. <ul style="list-style-type: none"> ○ Strong policy design acumen. • Strong governance capabilities: <ul style="list-style-type: none"> ○ Demonstrated ability to ensure guiding materials are maintained in accordance with records management requirements and corporate governance systems. • Build relationships and influence key stakeholders: <ul style="list-style-type: none"> ○ Demonstrated experience in building and maintaining strong internal and external working relationships to achieve the outcomes of the Regulation function. ○ Demonstrated ability to communicate effectively and influence internal and external stakeholders through written and oral communications to minimise business risk. ○ Demonstrated experience in drafting briefings and communications relating to administrative matters in plain English with minimal supervision and guidance to support sound and defensible decisions. ○ Demonstrated ability to articulate and provide guidance on complex legal concepts and services and ensure these are readily understood by delegates and regulated people and entities.
<p>COMPETENCIES</p>	<p>Demonstrated by</p>
<p>Build Effective</p>	<ul style="list-style-type: none"> • I will take responsibility for the way I interact with others to

Relationships	achieve team goals, encourage diversity and respect the unique contribution of each individual.
Apply Professional Judgement	<ul style="list-style-type: none"> I will draw on principles, experience, data, and other’s views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.
Plan and Organise	<ul style="list-style-type: none"> I will set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources.
Understand the Business	<ul style="list-style-type: none"> I will possess and use expertise and knowledge of the organisation, markets and customers to identify opportunities, risks and returns.

DECISION MAKING REQUIRED FOR THIS ROLE

<p><i>Independently</i></p> <ul style="list-style-type: none"> <i>Negotiate employer commitments</i> <i>Application of legislative provisions</i> <p><i>With input</i></p> <ul style="list-style-type: none"> <i>Advise delegates decisions in application of the Act</i> <p><i>Recommends</i></p> <ul style="list-style-type: none"> <i>Inform the selection and application of appropriate regulatory options</i> <p><i>Guidance</i></p> <ul style="list-style-type: none"> <i>On legal concepts and services</i>
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KEY COMMUNICATIONS

<p><i>Internal</i></p> <p>CEO, Executive Leader Regulation, Leader Enforcement, Regulation and Enforcement, Legal Services</p>
<p><i>External</i></p> <p>Agents, registered and self-insured employers, employers and their representative, workers and their representatives, unions</p>

SPECIAL REQUIREMENTS / CONDITIONS

<ul style="list-style-type: none"> Qualification verification required



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.