

Position Description

Position Title:	Associate Director – Recovery at Work
Classification & Salary Range:	HS5
Agreement Name:	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers))
Position Reports to:	Director WHS, Emergency Management & Wellbeing
Last updated:	October 2026

Position purpose

The Associate Director Recovery at Work is a pivotal leadership role within in the WHS, Emergency Management and Wellbeing Unit. The purpose of the role is to provide professional direction, instruction and guidance to team members and support Eastern Health to create a working environment that promotes excellent Recovery at Work outcomes.

The Associate Director will manage, support, co-ordinate and implement key initiatives and provide support to the Director WHS, Emergency Management & Wellbeing to ensure compliance with the Work Injury, Rehabilitation and Compensation Act. The role will lead the Recovery at Work team to enable timely and appropriate return to work programs are developed to support staff who have been injured or become ill at work to return to the workplace as quickly and as safely as possible.

This position current has three (3) direct reports.

Major duties and/or responsibilities

- Provide professional leadership, direction and guidance to the Recovery at Work Team.
- Lead and coach the Recovery at Work Team to ensure that they are supported, informed and effective.
- Establish and maintain effective, supportive and collaborative relationships across Eastern Health.
- Maintain and improve the Eastern Health return to work systems to ensure that are enabled to able to return to work within the expected timeframes.
- Maintain the Eastern Health WorkCover claim management systems to ensure accurate claim management histories are maintained and Eastern Health complies with legislative requirements.
- Maintain and improve processes to enable timely management of financial recoveries and reimbursements between Eastern Health and our authorised WorkCover Agent.
- Critically analyse current and emerging issues and developments in WorkCover and Return to Work management to ensure these matters are incorporated into departmental and organisational planning.
- Coordinate key claims management processes, including Common Law requests and investigations relating to claim liability.
- Represent Eastern Health at conciliation and legal hearings on behalf of Eastern Health.

- Establish and maintain effective relationships with key internal and external stakeholders including Program Executives, managers, Associate Program Directors, health and safety representatives, unions, the Department of Health, WorkSafe Victoria and Eastern Health's authorised WorkCover Agent.
- Assist and support in the preparation of reports, health and safety performance monitoring and the provision of advice to all levels of management across Eastern Health.
- Lead, manage and oversee projects, programs and initiatives as assigned by the Director WHS, Emergency Management and Wellbeing, including the development of Early Intervention and Trauma Informed practices.
- Continuously analyse and assess the effectiveness of existing WorkCover and Return to Work systems and other operational process across Eastern Health and assist in the development of responses to any identified gaps or failures.
- Assess, monitor and review the performance of the members of the WorkCover and Return to Work Team.
- Assume responsibility for personal and professional/work education and development.

Key Selection Criteria

Essential Selection criteria:

- Extensive technical skill and knowledge in WorkCover and Return to Work. Ability to demonstrate that you have kept up to date with current developments and trends. Ability to leverage expert knowledge to accomplish results.
- Proven ability in leading a high performing team in a large complex and diverse organisational environment.
- Demonstrated ability to coach and support executives and managers so that they are able to create and maintain a safety and healthy working environment.
- Demonstrated ability to establish, develop and maintain relationships with internal and external stakeholders and others who are willing and able to provide the information, ideas, expertise, and/or influence needed to achieve work goals.
- Demonstrated ability to deliver project outcomes within agreed timeframes and establish action plans to efficiently complete work on time, including setting priorities, establishing timelines, and leveraging resources.
- Excellent negotiation and advocacy skills
- Excellent communication skills, both written and verbal
- Demonstrated ability to identify and understand problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information. Ability to use this information to take action that is consistent with available facts and constraints and optimises outcomes.
- Expertise in building WorkCover and Return to Work management systems and processes, and in identifying and mitigating current and emerging risks relating to compliance and performance.
- Current Police History Check
- Current Victorian Driver's Licence



Desirable Selection criteria:

- Previous health care experience

Qualifications

- Relevant tertiary qualifications in an allied health or safety discipline

Eastern Health's promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Read more about Eastern Health's strategic goals [here](#).

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click [here](#).

Aboriginal and Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2026 - 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- To uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- To comply with Eastern Health code of conduct and Policy and Procedures
- To comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care



- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#)

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click [here](#) or for Staff Wellbeing please click [here](#).

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. [Child Safety | Eastern Health](#)

Final note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Appointment to this position is subject to a satisfactory National Police Check, compliance with mandatory vaccination requirements, including annual influenza vaccination, and evidence of immunity to vaccine-preventable diseases where required.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:



I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: _____

