

Role Description

Health & Wellbeing Partner

Role Description Fields	Details
Cluster	Regional NSW
Department/Agency	Department of Regional NSW
Division/Branch/Unit	Corporate and Performance/People
Role number	50023916
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	November 2023
Agency Website	www.nsw.gov.au/regional-nsw

Agency overview

The Department of Regional NSW (DRNSW) was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The role is responsible for managing the return to work of staff and supporting injury management in accordance with legislative and departmental requirements to deliver an early and safe return to the workplace following injury or illness.

The roles will also contribute to delivery of key Health and Wellbeing programs and initiatives identified in the DRNSW People Plan.

Key accountabilities

- Operate as a Health & Wellbeing business partner to deliver technical and strategic advice across a range of areas such as compensable and non-compensable injury management, pre-employment occupational screening and ongoing health monitoring across the department. Providing subject matter expert input into key proactive health initiatives aimed at preventing workplace injuries and illnesses.
- Effectively and efficiently manage a caseload of compensable and non-compensable injuries and develop recovery at work programs in consultation with internal and external stakeholders to achieve positive outcomes.
- Develop, implement, and monitor return to work strategies to facilitate an employee's early and safe return to work and ensure compliance with relevant work health and safety, workers compensation and injury management legislation and departmental policy and procedures, particularly those of a complex and/or psychological nature.
- Provide timely advice and information to support employees, workplace managers and departmental officers on health and wellbeing matters to support the implementation of departmental programs and initiatives to ensure compliance with injury management responsibilities, departmental and legislative requirements.

- Build and maintain effective relationships with key internal and external stakeholders to facilitate service delivery and improve injury management outcomes, including collaborating with the Department's directorates to effectively manage return to work cases and participation in claims reviews with the Department's claims manager.
- Monitor and report on the performance of rehabilitation providers to ensure service delivery standards and meet return to work outcomes.
- Prepare accurate and timely reports, submissions, and responses to relevant correspondence with regard to injury management and return to work.
- Manage injury management and return to work records in line with departmental policy and procedures.

Key challenges

- Managing competing demands by stakeholders across a large, diverse, geographically widespread department and ensuring that high risk matters are assessed as a priority and in a timely manner to deliver a professional, consistent, and reliable approach to customer service.
- Maintaining knowledge of and an ability to interpret current legislative developments pertaining to Work Health and Safety, Workers Compensation, and Injury Management matters to ensure compliance with the Department's legislative obligations.
- Contributing and promoting WHS and/or injury management projects to improve WHS performance.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Provide advice and contribute to decision making regarding health and wellbeing issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities.
Employees and Management	<ul style="list-style-type: none"> • Communicates specialist advice and provides guidance on complex matters requiring specialist knowledge and/or implementation expertise • Supports, encourages, and mentors.

External

Who	Why
External stakeholders and corporate partnerships	<ul style="list-style-type: none"> • Develop and foster ongoing relationship with external stakeholders and organisations to partner and benefit the department with the Health & Wellbeing program.
Insurance Claims Service Providers, Scheme Managers and relevant Regulators	<ul style="list-style-type: none"> • Meet current legislative requirements • Understand and promote the roles and responsibilities of stakeholders that support timely, safe and durable recovery and return to the work place.

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role also develops

Recovery to Work plans that are efficient and effective and makes decisions that are in line with positive outcome focused case management.

Reporting line

Manager Health & Wellbeing

Direct reports

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Budget/Expenditure

Maintain the Health & Wellbeing program in accordance with government procurement, and expenditure provisions. The role has financial delegation in accordance with Departmental policy.

Essential requirements

- Tertiary qualifications in allied health area and/or relevant industry experience
- Current NSW Driver's License, with overnight travel requirements.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

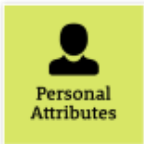
The capabilities are separated into focus capabilities and complementary capabilities

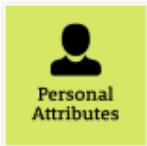
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept

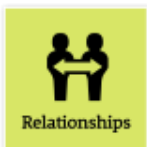


Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Keep up to date with relevant contemporary knowledge and practices
- Look for and take advantage of opportunities to learn new skills and develop strengths
- Show commitment to achieving challenging goals
- Examine and reflect on own performance
- Seek and respond positively to constructive feedback and guidance
- Demonstrate and maintain a high level of personal motivation

Adept

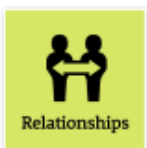


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept



Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks







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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate