

# Role Description

## Health and Wellbeing Advisor

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Health Safety and Staff Wellbeing Directorate, Workplace Health and Wellbeing Unit
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272499
PCAT Code	1 1 2 45 44
Date of Approval	March 2022
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### Primary purpose of the role

The role is responsible for delivering injury management services to staff which supports their recovery at work in line with the relevant legislation and policy to minimise the impact to educational continuity.

This reduces the administrative burden and cost of workplace absence. The role maintains strong relationships with its customers and collaborates with key internal and external partners to deliver timely, effective health management services and advice to support recovery at work.

### Key accountabilities

- Deliver customer centric workplace health management services and advice in accordance with policy, procedures and legislation that are tailored for the customer and operational directorates.
- Develop, implement and monitor return to work strategies to facilitate an employee's early and safe return to work in line with relevant work health and safety, workers compensation and injury management legislation and departmental policy and procedures that minimises the impact on educational continuity.
- Manage a portfolio of complex and medium-risk cases and report on performance against specified targets.

- Draft briefing papers, correspondence and other communications as required, and contribute to the development of operational procedures, guidelines and services and programs.
- Build and maintain professional relationships with key internal and external stakeholders to aid the recovery at work process and improve injury management outcomes.
- Prepare and participate in regular claims reviews/case conferences with claims and injury management staff to ensure effective claims management.
- Monitoring and report on the performance of rehabilitation providers to ensure service delivery standards are met and recommend strategies to address and strengthen return to work outcomes.
- Maintain data management systems in line with departmental policy and procedures.

## Key challenges

- Managing competing demands by various stakeholders, ensuring that high-risk matters are addressed as a priority, delivering services that reduce the admin burden on the workplace.
- Maintaining a high level of understanding of departmental services, legislation, regulatory requirements and policies (pertaining to Work Health and Safety, Workers Compensation and Injury Management matters) to ensuring a safe working and learning environment in a consistent manner across the state.
- Maintaining the quality and accuracy of sensitive information within departmental systems.

## Key relationships

Who	Why
<b>Internal</b>	
Customers	<ul style="list-style-type: none"> <li>• Communicates specialist advice and provides guidance on complex matters requiring specialist knowledge and/or implementation expertise.</li> </ul>
Team members and teams across the Health Safety and Staff Wellbeing Directorate	<ul style="list-style-type: none"> <li>• Supports, encourages and mentors team members and colleagues to achieve team goals</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• Provides regular status reports</li> <li>• Consults regarding the management of sensitive, high risk or business critical matters</li> <li>• Receives performance feedback</li> </ul>
<b>External</b>	
Customers	<ul style="list-style-type: none"> <li>• Communicates specialist advice and provides guidance on complex matters requiring specialist knowledge and/or implementation expertise.</li> </ul>
Networks/Communities of Practice	<ul style="list-style-type: none"> <li>• Actively participates in internal and/or external learning opportunities, briefing sessions, and workshops to keep up to date and to maintain specialist knowledge</li> </ul>

## Role dimensions

### Decision making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

## Reporting line

This role reports to the Leader, Health and Wellbeing

## Direct reports

Nil

## Budget/Expenditure

Nil

## Key knowledge and experience

- Knowledge of and commitment to implementing the [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality
- Experience in a related field or relevant tertiary qualifications or training in return to work coordination.

## Essential requirements

- Current NSW Driver's License and have a willingness to travel.

## 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.


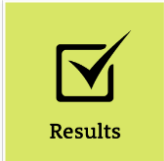
The capabilities are separated into **focus capabilities** and **complementary capabilities**.


## 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
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li></ul>	Intermediate

		<ul style="list-style-type: none"> <li>• Remain calm and focused in challenging situations</li> </ul>	
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> </ul>	Adept

		<ul style="list-style-type: none"> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate

## 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.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate