

Role Description

WHS Advisor



| | |
|---------------------------|--|
| Agency | Office of Sport |
| Division/Branch/Unit | Office of the Chief Executive / Human Resources |
| Role number | 52001750 |
| Classification/Grade/Band | Clerk Grade 5/6 |
| ANZSCO Code | 312611 |
| PCAT Code | 1224592 |
| Date of Approval | 28 September 2021 |
| Agency Website | www.sport.nsw.gov.au |

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation.

With a vision of sport and active recreation creating healthier people, connecting communities, and making a stronger NSW, we provide the people of NSW with the leadership, policies, programs, funding and infrastructure necessary to maximise the social, health and economic benefits realised through this valued sector.

Our work is spread across NSW, with ten Sport and Recreation Centres, five Olympic Sport Venues and offices throughout the state.

Primary purpose of the role

The WHS Advisor provides quality case management, advice, and support to staff to improve the agency's work health and safety performance.

Key accountabilities

- Undertake basic research and analysis in assigned WHS projects and contribute to the preparation of briefs to support informed decision making and planning.
- Contribute to the review, development, and implementation of WHS policies, processes, procedures to ensure services and processes meet the needs of managers, to improve practice and meet compliance requirements.
- Provide support in the development and administration of well-being initiatives for the Organisation to include risk management activities and projects.
- Provide advice to stakeholders to monitor the progress of worker's compensation claims and manage claims through to closure.
- Ensure the timely processing of worker's compensation claims including staff entitlements across all areas of the agency in accordance with policy, procedures, and legislation.
- Prepare, process and report on worker's compensation and injury management
- Building and maintaining relationships with internal and external stakeholders to ensure effective claims and injury management.
- Maintain Work Health and Safety databases and assign corrective actions as required.

Key challenges

- Managing work priorities and volume with a high level of accuracy within strict time constraints in an environment of often competing priorities.
- Maintaining knowledge and understanding of relevant Workers Compensation and Workplace Injury Management legislation.
- Developing and implementing return to work initiatives to support the early, safe and durable return to work for injured employees.

Key relationships

| Who | Why |
|---|--|
| Internal | |
| Senior Advisor Workplace Health & Safety | <ul style="list-style-type: none">• Receive guidance and information to undertake assigned projects and tasks as required. |
| Payroll Team | <ul style="list-style-type: none">• Coordinate claims wages reimbursements and payroll processing |
| Office of Sport Managers | <ul style="list-style-type: none">• Provide advice, support and information to manage workplace injuries and claims. |
| Employees | <ul style="list-style-type: none">• Provide information and advice to injured employees about return to work and claims. |
| External | |
| Workers Compensation Claims Managers | <ul style="list-style-type: none">• To receive and provide information about open workers compensation cases. |
| Service providers | <ul style="list-style-type: none">• To manage the procurement and delivery of health and rehabilitation projects and services. |

Role dimensions

Decision making

The WHS Advisor makes decisions on prioritising own workload in accordance with relevant work health and safety, return to work and other agency policies and procedures.

Decisions on matters outside the WHS Advisor accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Senior Advisor Workplace Health and Safety.

Reporting line

Senior Advisor Workplace Health and Safety

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- National Criminal Records Check

Capabilities for the role

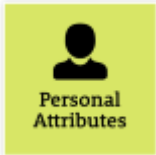

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results, and business enablers, with a fifth people management group of capabilities for 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 | Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations | Intermediate |
| | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult | Intermediate |
|  Relationships | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers• Identify and respond quickly to customer needs | Intermediate |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|--|---|--------------|
| | | <ul style="list-style-type: none"> Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers | |
| | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances | <ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| | Think and Solve Problems Think, analyse, and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness | Intermediate |

FOCUS CAPABILITIES





| Capability group/sets | Capability name | Behavioural indicators | Level |
|-----------------------|-----------------|---|-------|
| | | <ul style="list-style-type: none"> Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | |

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 |
|---|-------------------------------------|---|--------------|
|  Personal Attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives | Foundational |
|  Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines | Foundational |
|  Business Enablers | 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 | Foundational |