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| **Cluster** | Stronger Communities  |
| **Department** | NSW Trustee & Guardian |
| **Division/Branch/Unit** | Strategy & Governance |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 251312 |
| **PCAT Code** | 1224592 |
| **Date of Approval** | 23 March 2020 | **Ref: NSWTG 0178** |
| **Agency Website** | www.tag.nsw.gov.au |

Agency overview

NSW Trustee & Guardian (NSWTG) are appointed by a court or tribunal to carry out quality personal trustee and financial management services to over 11,000 people with a disability that affects their capacity to make decisions. The organisation also delivers planning ahead services for people to make their Will, Power of Attorney and Enduring Guardianship Appointments. In our trustee role, NSW Trustee & Guardian also acts as an independent and impartial executor, administrator and/or trustee and attorney. The Public Guardian, through court or tribunal appointment, makes health and lifestyle decisions for people with a decision making disability, while also promoting the rights and interests of people with a disability.

Primary purpose of the role

# Responsible for delivering a range of WHS and/or Injury Management services to support Division and organisational objectives.

# Key accountabilities

* Deliver a range of initiatives to support WHS and/or Injury Management services to the Division and organisation.
* Implement WHS and/or Injury Management processes and manage and deliver quality control of the workers compensation and injury management systems to ensure compliance across the Division with relevant legislation, policy, and organisational requirements.
* Provide timely advice and support to managers and staff to facilitate the management of WHS/IM issues and implementation of injury prevention and injury management programs and the facilitation of referrals for independent medical assessments with workers compensations and WHS implications.
* Support the evaluation of WHS, wellbeing, workers compensation and rehabilitation programs and strategies, identify risks and recommend appropriate modifications to increase the effectiveness of current and future initiatives.
* Monitor changes in legislation and regulations and proactively provide information and advice to senior executives on appropriate application and impact on organisational policy and procedures.
* Collate data and report on workers compensation and WHS/IM metrics to identify trends and metrics to inform senior management on trends and risks to support the development of targeted strategies.
* Implement preventative strategies, manage risks and ensure processes are monitored and maintained to prevent injuries and minimise or control risks

Key challenges

* Meeting agreed deadlines and balancing time effectively ensuring compliance with relevant legislation, government and organisational processes.
* As appropriate, supporting the conduct of injury management cases effectively to ensure business requirements are balanced with legislation and government policy.
* Meeting the diverse and specific needs of managers and staff across diverse business streams.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Obtain strategic direction and guidance on sensitive matters and provide regular updates, advice, information and recommendations on WHS matters, projects and priorities.
 |
| Team Members | * Provide information and advice
* Provide an effective and valuable two way liaison
 |
| Other staff | * Provide advice, information and recommendations on WHS matters, projects and priorities.
 |
| **External** |  |
| SafeWork NSW | * Obtain information, guidance and advice.
 |
| Union | * Consult on WHS matters and provide advice where necessary.
 |
| Other Government Agencies, including the Principal Department | * Consultation, negotiations and information sharing on WHS programs and initiatives
 |
| External Agencies and Stakeholders | * Identify opportunities to improve WHS programs and initiatives. Engage and monitor the performance of consultants and contractors.
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# Role dimensions

## Decision making

The role

* works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
* maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
* responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

The role will seek advice, support and guidance from the Manager on a day-to-day basis.

More complex and contentious matters and decisions that will likely have an impact or a negative reaction from stakeholders will be referred to the Senior Manager.

## Reporting line

Reports to the Senior Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

Qualifications in a relevant field or equivalent knowledge, skills and experience working in a professional health and safety environment.

Sound knowledge and understanding of WHS related legislation and applicable Codes of Practice and Standards.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework>

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Display Resilience and Courage** | **Adept** |
|  | Act with Integrity | Intermediate |
|  | Manage Self | Intermediate |
|  | Value Diversity | Foundational |
|  | Communicate Effectively | Intermediate |
|  | **Commit to Customer Service** | **Intermediate** |
|  | **Work Collaboratively** | **Adept** |
|  | Influence and Negotiate | Adept |
|  | **Deliver Results** | **Adept** |
|  | Plan and Prioritise | Foundational |
|  | **Think and Solve Problems** | **Intermediate** |
|  | Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
|  | Technology | Intermediate |
|  | Procurement and Contract Management | Foundational |
|  | **Project Management** | **Intermediate** |

| Human Resources specific capabilities |
| --- |
| **Capability Set** | **Category and Sub-category** | **Level and Code** |
|  | **Workforce Relations** Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements | Level 2 |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal attributes**Display Resilience and Courage  | Adept | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback/advice
* Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively
* Raise and work through challenging issues and seek alternatives
* Keep control of own emotions and stay calm under pressure and in challenging situations
 |
| **Relationships**Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisationDemonstrate a thorough knowledge of the services provided and relay to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCo-operate across work areas to improve outcomes for customers |
| **Relationships**Work Collaboratively | Adept | Encourage a culture of recognising the value of collaborationBuild co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units* Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
 |
| **Results**Deliver Results | Adept | Take responsibility for delivering on intended outcomesMake sure team/unit staff understand expected goals and acknowledge successIdentify resource needs and ensure goals are achieved within budget and deadlinesIdentify changed priorities and ensure allocation of resources meets new business needsEnsure financial implications of changed priorities are explicit and budgeted forUse own expertise and seek others’ expertise to achieve work outcomes |
| **Results**Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and find appropriate solutionsBe willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directionsUnderstand project goals, steps to be undertaken and expected outcomesPrepare accurate documentation to support cost or resource estimatesParticipate and contribute to reviews of progress, outcomes and future improvementsIdentify and escalate any possible variance from project plans |