

Role Description

Occupational Psychologist – Mental Health Programs



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	State Headquarters
Classification/Grade/Band	Clerk 9/10
Kind of Employment	Ongoing
ANZSCO Code	272399
Role Number	52017546, 52017547
PCAT Code	1224592
Date of Approval	November 2021
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Occupational Psychologist (Mental Health Programs) is responsible for providing specialist psychological advice and program management relating to the design, development and implementation of workplace mental health wellbeing programs and initiatives as part of the broader NSW SES Mental Health & Wellbeing framework.

Key accountabilities

- Leads the provision of expert psychological advice on programs, policies and practices that help protect, promote and support mental health wellbeing of NSW SES members.
- Leads and manages the design, development and delivery of mental health wellbeing programs for NSW SES members in consultation with key stakeholders (both internal and external).
- Manage the quality of existing and emerging mental health wellbeing programs by monitoring, reviewing, evaluating and auditing, as well as using evidence-based research and data to inform insights and quality improvement.
- Be capable of managing the program support requirements such as planning and record systems, reporting requirements, service evaluation, as well as providing leadership to ensure policies and procedures are current and adhered to.
- Lead the provision of education and training to NSW SES members on the prevention and management of mental health wellbeing issues
- Be the lead consultant and collaborate with other key internal and external stakeholders regarding broader wellbeing issues impacting mental health wellbeing
- Maintain updated knowledge of relevant research, current trends and evaluation of psychological wellbeing programs and instruments, particularly as it relates to the emergency service sector, to better inform evidence-based practices, service provision and programs. Lead quality improvement projects based of emerging research.
- Lead the supervision programs by designing and delivering the clinical supervision of staff including identifying professional/clinical matters for discussion with supervisees/team members

Key challenges

- Effectively prioritise member mental health wellbeing support across a dispersed workforce to ensure these services and programs meet organisational needs
- Maintaining knowledge of industry trends and practices to identify emerging risks, predicated work behaviours, and initiate policy adherence and advancement.
- Develop strategies to support the NSW SES members during organisational and cultural change

Key relationships

Who	Why
Internal	
Senior Manager, Wellbeing Services & Support	<ul style="list-style-type: none">• Escalate issues and seek clarification and guidance as necessary• Collaborate and coordinate to ensure quality service delivery is in line with strategic goals, mental health framework and operational requirements
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively, contributing to achieving team outcomes• Participate in meetings, share information and provide input to support improved mental health outcomes
NSW SES Members	<ul style="list-style-type: none">• Build and maintain effective relationships across SES to promote and facilitate the engagement of members in psychological support services

	<ul style="list-style-type: none"> Actively engage with members (when required), particularly during traumatic emergency responses and prolonged operational activity
Stakeholders	<ul style="list-style-type: none"> Respond to enquiries Develop and maintain effective working relationships and open channels of communication Seek guidance to identify target areas Provide training and deliver programs to improve understanding, identification and management of mental health matters
External	
Other Stakeholders, government agencies, committees and/or emergency management specialists	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication Communicate relevant research and practice outcomes

Role dimensions

Decision making

The role is responsible for providing workplace mental health wellbeing advice and guidance regarding suitable programs and services to develop and support the NSW SES Members as a dispersed volunteer based emergency services organisation.

The role operates in accordance with AHPRA Codes of Professional Practice guidelines maintaining ethical obligations and practices while ensuring sound psychological support. The role engages and seeks direction from their Senior Manager, Wellbeing Services & Support as to overarching objectives and direction, as well as work collaboratively with the Manager, Mental Health Services.

Reporting line

This role reports directly to the Senior Manager, Wellbeing Services & Support

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Full registration as a Psychologist with the Psychology Board of Australia (AHPRA).
- Tertiary qualifications in Psychology with 5 years post graduate experience in Organisational Psychology or related field
- Board Approved Supervisor with AHPRA or commitment to successful completion of competency-based supervisor training (full training) with a board-approved provider
- Current Drivers Licence and the ability to travel throughout NSW, often at short notice
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competency within 12 months





You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Advanced

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 Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines
Relationships Manage Self	Intermediate	<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
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> 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
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans
People Management Manage Reform and Change	Advanced	<ul style="list-style-type: none"> • Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty • Assist others to address emerging challenges and risks and generate support for change initiatives • Translate change initiatives into practical strategies and explain these to staff, and their role in implementing them • Implement structured change management processes to identify and develop responses to cultural barriers