



MANAGER HEALTH & WELLBEING

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	People & Strategy Health & Wellbeing
Role Number	52017358
Grade	RFS Level 12/13
ANZSCO Code PCAT Code	132311 3324592
Date of Approval	25 October 2024
Role Description Reference No.	RD1277
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush firefighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

Role Purpose

Enhance member wellbeing and reduce the risk of harm in our workplace, through the provision of professional health services and programs that help protect, promote and support better health outcomes.

Key Accountabilities

1. Lead the design, development and implementation of the RFS health and wellbeing strategy and programs, ensuring evidence-based and member-centred initiatives for improved physical and mental health outcomes.
2. Lead and support a team of health professionals to deliver professional, trusted and effective health management services to RFS members.
3. Ensure an effective injury management system to assist in optimising health outcomes for members following workplace injury, including early intervention and treatment, rehabilitation services, and return to work programs.
4. Provide professional advice and support to the Executive and other leaders to assist them in creating a constructive and safe work environment for member health and wellbeing.
5. Oversee the management of a State-wide chaplaincy service, providing holistic support to members and their families during times of crisis or need.
6. Ensure confidential and appropriate case management systems to effectively administer health management services, inform risk-based decision making and support, and provide insights and reporting into organisational trends to derive improved interventions and programs.
7. Ensure the fair and effective management of workers insurance and care claims and independent medical assessments for fitness for duty determinations.
8. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
9. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
10. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

- A Degree in a relevant allied health discipline (e.g. psychology, applied health sciences).
- Obtain and maintain requisite security clearances for the role.
- A current Driver Licence and the ability and willingness to travel.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Highly developed expertise in a relevant area of health management.
- Substantial experience in professional supervision and/or management in a relevant area of health management.
- Strength and depth of experience directing and administering a comprehensive program of health services to achieve positive individual and organisational outcomes.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

Leading and managing the delivery of professional psychological services in a complex, safety critical environment across a geographically dispersed, large-scale workforce:

- Exercising independent clinical judgement
- Complex case management evaluation and assessment
- Risk-based decision making support
- Optimising organisational systems for mutually beneficial outcomes
- Preserving sensitivities and discretion within broader organisational duty of care obligations

Reporting Line

The role reports to the Director Health & Safety.

Direct Reports

The role has six (6) direct reports.

Budget/Expenditure

The role has financial delegations and an assigned budget.

Key Relationships – Internal





Who	Why
Director	<ul style="list-style-type: none">- Work in close collaboration to ensure the seamless delivery of services and be responsive to organisational health and safety risks.
Team	<ul style="list-style-type: none">- Lead and provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.
Executive, Managers and Supervisors	<ul style="list-style-type: none">- Effective working relationships to collaboratively create a constructive and safe environment where members can be at their best.- Establish and maintain an inter-unit 'teams based' approach to build capacity and ensure consistent service provision.
All RFS Members	<ul style="list-style-type: none">- Collaborate with and provide authoritative and expert risk-based clinical advice and interventions.- Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community.


Key Relationships – External

Who	Why
Health service providers	<ul style="list-style-type: none"> – Establish constructive supplier relationships to secure reliable access to quality health services for RFS members across the State.
Universities and other external research groups	<ul style="list-style-type: none"> – Work with specific research units to maintain relevant knowledge and evaluation of health management programs.
Other emergency services groups and professional bodies	<ul style="list-style-type: none"> – Work collaboratively to develop and communicate relevant research and practice outcomes.

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

