Role Description
Safety, Health & Wellbeing Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Preparedness and Planning
Location	Zone
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	251312
Role Number	52009700, 52015628
PCAT Code	3224511
Date of Approval	5 June 2018
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.
Our Vision: Be the best volunteer emergency service agency in Australia.

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 role of the Safety, Health & Wellbeing Officer is to maintain the NSW SES safety management system, implement strategies, policies and operating procedures that support prevention of incidentsin accordance with relevant legislation.

Key accountabilities

- Maintain safety management system and implement strategies, policies and procedures to create and establish the NSW SES as a safe workplace, compliant with legislative requirements

- Undertake strategic level risk assessments for significant hazards, incidents or near hits in accordance with WHS legislation

- Oversee and/or undertake Incident Cause Analysis Method (ICAM) safety investigations in response to a significant incident or near hit and prepare a report on preventative and corrective actions

- Develop safety strategies and instruments, conduct audits of the WHS management system, review results and identify and resolve non-compliance issues, including the development of relevant guidance material

- Provide timely and accurate analysis of performance data to enable monitoring and continuous improvement of WHS programs and initiatives

- Implement policy and procedures for safety, health and wellbeing including the provision of member immunisation programs, exploring options and promoting effective strategies for members' health and wellbeing

- Mentor, provide advice and guidance to Health and Safety representativess and members and negotiate with internal and external stakeholders in relation to the WHS and health and wellbeing programs and the related legislative matters

Key challenges

- Maintaining up-to-date knowledge of the relevant legislation, policies and procedures for effective management of the role accountabilities in a changing environment

- Undertaking multiple tasks in an organised manner to ensure NSW SES is compliant with the legislative requirements and all processes are carried out promptly and timely

- Work effectively in a diverse and geographically dispersed team to deliver quality outcomes against NSW SES objectives

Key relationships

Who	Why
Internal	
Manager	• For reporting, guidance and discussing complex WHS matters.
Work Team, staff and members	• Maintaining effective relationships for enhanced collaboration and communication to facilitate a consolidated approach • Liaise, negotiate and discuss preventative, health, safety and return to work strategies to ensure compliance with the WHS legislation, member well-being and timely return to work post injury / illness • Instruct Zone member to conduct ICAM safety investigations as required
External	
SafeWork NSW	• Liaise effectively to ensure timely and efficient management of safety
External providers	• Instruct external providers to conduct ICAM safety investigations as required
Other relevant government agencies, committees and / or industry specialists	• Build and maintain cooperative relationships to ensure seamless service delivery • Share information and maintain effective networks

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Role dimensions

Decision making

- Exercises independence and autonomy in day-to-day matters, including engagement with staff and volunteer members, in determining how to achieve agreed objectives and deploy resources
- Produces reports, evaluations and recommendations as required, correspondence and briefs; determines the content of advice and information
- Refers the following matters to the role supervisor: decisions that will significantly impact on agreed objectives; major capability issues, risks or conflicts; issues requiring a higher delegated authority (ie travel/expenditure approval)
- Lead engagement with supporting organisation's and emergency services

Reporting line

This role reports directly to the Manager Safety, Health and Wellbeing

Direct reports

There are no direct reports

Budget/Expenditure
Nil

Essential requirements

- Minimum Certificate IV in Work Health and Safety or Certifiate IV in Occupational Health and Safety
- Experience in the implementation of a safety management system
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence 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.

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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

This role utilises an occupation specific capability set.

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**	**Intermediate**
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Adept**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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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	Intermediate	• 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
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so
Relationships Commit to Customer Service	Intermediate	• 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 • 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
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	• 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
Results Demonstrate Accountability	Intermediate	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	• 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 • 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

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