

Role Description

Wellbeing, Health & Safety Officer

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Corporate Services Division/People & Culture
Role number	TBC
Classification/Grade/Band	TBC
Senior executive work level standards	Not Applicable
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	March 2024
Agency Website	www.cso.nsw.gov.au

Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO exists to be the NSW Government's most trusted legal advisors. The core aims of the CSO are to deliver high-quality, cost-effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the Government Sector Employment Act 2013. For more information, go to www.cso.nsw.gov.au.

Primary purpose of the role

The Wellbeing, Health & Safety Officer supports the provision of safe work practices and initiatives to support positive wellbeing and a safe work culture for CSO employees.

Key accountabilities

- Support a range of administrative and coordination processes relating to the provision of programs and initiatives to support CSO's holistic approach to wellbeing and to educate employees to proactively manage their wellbeing.
- Update electronic files, records and data systems to ensure they are accurate, accessible and secure.
- Support the provision of advice and reports on WHS matters and risk management strategies to support effective planning and decision making.
- Complete routine financial transactions including purchasing and invoicing, ensuring procurement and financial standards and procedures are followed and within budget.
- Update routine policies and procedures to ensure they are best practice, compliant and informative for managers and employees on their obligations under WHS legislation.
- Support the return-to-work coordinator on routine matters and support workers as they recover at work, ensuring the CSO meets its obligations as required under workers compensation legislation.

- Support broader People & Culture projects and initiatives which support the achievement of the People & Culture strategy.

Key challenges

- Work with sensitivity and discretion, and in a timely manner to minimise the risk of industrial intervention and lost work time.
- Gaining support and engagement in programs and initiatives designed to support wellbeing and promote preventative safety measures.

Key relationships

Internal

Who	Why
Director People & Culture, Wellbeing, Health & Safety Advisor	<ul style="list-style-type: none"> • Receive guidance and direction on priorities and initiatives. • Escalate issues.
People & Culture Team	<ul style="list-style-type: none"> • Work collaboratively with and provide support on team-based projects and initiatives.
Committee and working group members (Welling Working Group, Health & Safety Representatives, First Aid Officers, Emergency Wardens)	<ul style="list-style-type: none"> • Coordinate meetings and training requests to support members to undertake their assigned responsibilities.
Employees	<ul style="list-style-type: none"> • Support the timely provision of advice and information.

External

Who	Why
Shared Services	<ul style="list-style-type: none"> • Liaise with Shared Services regarding claims management and leave administration.
Insurer	<ul style="list-style-type: none"> • Act as a point of contact to support claims management. • Receive updates and maintain information on injured workers. • Provide information and receive advice and information.
Rehabilitation and wellbeing providers	<ul style="list-style-type: none"> • Assist with the coordination of workplace and other health assessments.

Role dimensions

Decision making

The role works with some autonomy and sets own priorities within an approved work program and in consultation with the Wellbeing, Health & Safety Advisor.

Decisions referred to a supervisor may include matters which are sensitive and complex in nature, recommendations on WHS matters to support informed decision making and matters requiring a higher delegated authority such as approval for expenditure and/or procurement.

Reporting line

The role reports to the Wellbeing, Health & Safety Advisor.

Direct reports

Nil

Budget/Expenditure

N/A

Key knowledge and experience

- Knowledge and understanding of the NSW WHS legislative framework including the *Workplace Injury Management and Workers Compensation Act 1998*.

Essential requirements

- Certificate IV in Work Health and Safety (or equivalent).

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.

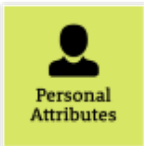
The capabilities are separated into focus capabilities and complementary capabilities.

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
	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 changeOffer own opinion and raise challenging issuesListen when ideas are challenged and respond appropriatelyWork through challengesRemain calm and focused in challenging situations	Intermediate

 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> • Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 Relationships	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
 Results	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
 Business Enablers	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 • 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 	Intermediate

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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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