

# Role Description

## Manager, Health and Wellbeing



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Permanent
ANZSCO Code	TBC
Role Number	TBC
PCAT Code	TBC
Date of Approval	June 2024
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### 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 entirely of volunteers and supported by a small staff contingent. NSW SES is a key influence of other emergency service agencies and collaborates 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 most of the 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 Manager Health and Wellbeing is to support NSW SES staff and volunteers to thrive in a supportive, safe, and high-performance culture. This role is responsible for ensuring that Health and Wellbeing initiatives are coordinated and implemented across the agency that supports the agency's strategic approach to health and wellbeing. The role implements strategies, policies, and operational procedures that support the prevention, response and recovery of injuries and illness and strives to strengthen member health and wellbeing (i.e., social, financial, physical, environmental, vocational, cultural, and mental wellbeing).

### Key accountabilities

- Design, develop, implement and maintain a range of health assessment and health monitoring policy, procedures and services for existing members, including follow up on injury management needs.

- Design, develop and implement health and wellbeing promotion strategies and programs for members, including providing comprehensive preventative and responsive injury and wellbeing management services for work/duty related and non-work/duty related injuries and illnesses, providing an agency wide immunisation program and supporting the implementation of the wellbeing initiatives in the agency's Being Well Strategy.
- Establishment of an ongoing program of health reviews relating to best practice of the management of medical conditions in the workplace and ensure processes, policies and procedures are in place to align to a best practice model and meet legislative requirements.
- Leads a team that provides insightful reporting and metrics pertaining to wellbeing, injuries, case management to inform good decision making and strategic initiative
- Effectively partner with the business, and influence leaders, to drive engagement with wellbeing programs, and embed a culture which embraces diversity of thought, physical ability and cultural background, enabling all members to thrive.
- Oversees the management of all injury management functions related to members of the agency and develop and manage relationships with key stakeholders including insurers.
- Lead a team to research, develop and deliver health and wellbeing programs to meet current and emerging health needs and provide strategic advice to mitigate identified risks to members.
- Oversee the strategic provision of member wellbeing programs including the immunisation program, the member assistance program and other associated member wellbeing programs .

### Key challenges

- Developing and implementing wellbeing initiatives where other operational priorities may exist and engaging managers, volunteers and staff to participate in wellbeing initiatives.
- Managing and sustaining positive relationships with diverse stakeholders in a collaborative and cooperative manner.
- Introducing and maintaining evidence-based strategies, programs and activities that reflect the best practice, whilst meeting the diverse and specific expectations and needs of staff and volunteers.

### Key relationships

Who	Why
<b>Internal</b>	
Senior Manager Safety & Wellbeing	<ul style="list-style-type: none"> <li>• Report to and provide insight on health and wellbeing initiatives and projects and injury claim management.</li> <li>• Receive feedback regarding performance and respond in a thoughtful and considered way.</li> </ul>
Reporting Staff	<ul style="list-style-type: none"> <li>• Supervise, lead and motivate a team responsible for health, immunisation, injury management and holistic wellbeing programs.</li> </ul>
Managers and Commanders within NSW SES	<ul style="list-style-type: none"> <li>• Provide sound professional advice to underpin decisions</li> <li>• Provide expert advice and guidance in the management of health, injury management and wellbeing risks to minimize work/duty related injury or illness.</li> </ul>

Who	Why
People & Development Directorate	<ul style="list-style-type: none"> <li>Facilitate the coordination of health assessments as requested for injured or ill members, both work/duties related, and non-work/duty related.</li> <li>Provide advice regarding the medical management of members.</li> <li>Work collaboratively to ensure integrated decision making and consistency of health and wellbeing communication.</li> </ul>
NSW SES key stakeholders	<ul style="list-style-type: none"> <li>Work collaboratively with key stakeholders across the agency in ensuring the health, injury management and wellbeing of members is enhanced and support our members to thrive in their engagement with the agency.</li> </ul>
NSW SES members	<ul style="list-style-type: none"> <li>Work collaboratively on programs and initiatives to ensure a positive experience regarding health and wellbeing of members.</li> </ul>
This role will work collaboratively with our emergency service partners to ensure everyone's health and wellbeing.	<ul style="list-style-type: none"> <li>This role will work collaboratively with our emergency service partners to ensure everyone's health and wellbeing.</li> </ul>
<b>External</b>	
External stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain effective working relationships to ensure the successful delivery of various health and wellbeing initiatives, activities and programs.</li> </ul>
Other Emergency Service agencies and partners	<ul style="list-style-type: none"> <li>Collaborate with emergency service partners to share knowledge and insight into mental health and wellbeing strategies and insights</li> <li>Play a key role in committees and other external opportunities to promote and influence the NSW SES and its members.</li> </ul>

## Role dimensions

### Decision making

The Manager, Health and Wellbeing exercises independence and autonomy to manage work within their broad framework set by the Senior Manager. The ensure decisions are made within the scope of the role, ensuring accuracy of work and a fair and diligent process is undertaken for all members.

### Reporting line

Senior Manager Safety and Wellbeing

### Direct reports

Eight (8)

Injury Management Coordinator

Injury Management Officer

1 Admin Assistant/Claims Assistant

## 4 Casual Immunisation Nurses

### Budget/Expenditure

As per NSW SES Delegations Manual

### Essential requirements

- Relevant tertiary qualifications (allied health, health promotion, nursing or similar) and minimum of 3 years current experience in managing health and wellbeing or injury management and prevention programs or equivalent.
- Demonstrated professional work experience developing, coordinating, and implementing health and wellbeing projects, activities and initiatives.
- Valid Driver's License and/or the ability to travel to SES unit locations
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.



*This role will 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](http://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
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	<b>Influence and negotiate</b>	<b>Adept</b>

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

### 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
<b>Personal Attributes</b>		
Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>Model the highest standards of ethical and professional behaviour and reinforce their use</li> <li>Represent the agency in an honest, ethical and professional way and set an example for others to follow</li> <li>Promote a culture of integrity and professionalism within the organisation and in dealings external to government</li> <li>Monitor ethical practices, standards and systems and reinforce their use</li> <li>Act promptly on reported breaches of legislation, policies and guidelines</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage diverse audiences and test levels of understanding</li> <li>Translate technical and complex information clearly and concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Influence and negotiate	Adept	<ul style="list-style-type: none"> <li>Contribute to and promote information sharing across the organisation</li> <li>Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>Explore creative ways to engage diverse audiences and communicate information</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>
		<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with members and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relationships with internal and external stakeholders</li> <li>Work in a collaborative manner</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>Use business data to evaluate outcomes and inform continuous improvement</li> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>Ensure the financial implications of changed priorities are explicit and budgeted for</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical thinking techniques in analysing information, identifying interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on agency objectives and the user experience</li> <li>Apply creative thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b>		<ul style="list-style-type: none"> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
Project Management	Adept	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b>		
Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>Adjust performance development processes to meet the diverse abilities and needs of the individuals and teams</li> <li>Develop work plans that consider capability, strengths and opportunities for development</li> <li>Be aware of the influences of bias when managing team members</li> <li>Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>Monitor and report on team performance in line with established performance development frameworks</li> </ul>