# Role Description
# **Work Health and Safety Advisor**

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| **Cluster** | Stronger Communities |
| **Agency** | Legal Aid NSW |
| **Division/Branch/Unit** | Human Resources |
| **Classification/Band/Grade** | Clerk Grade 7/8 |
| **ANZSCO Code** | 272499 |
| **PCAT Code** | 1124544 |
| **Date of Approval** | 18 October 2022 |
| Agency Website | www.legalaid.nsw.gov.au |

## Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law.  Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

## Primary purpose of the role

This role is to provide education and support to the Agency on a range of work health and safety initiatives. The Work Health and Safety Advisor will also manage, coordinate, and drive the recover at work process for injury management activities on both workers compensation and non-workers compensation Legal Aid NSW health matters. Through quality assurance and case file reviews, the WHS Advisor will ensure health matters are managed in a durable, safe, and best practice manner for all involved.

## Key accountabilities

- Deliver a range of initiatives to support WHS and/or Injury Management services across the Agency.

- Implement WHS and/or Injury Management processes and manage and deliver quality control of the workers compensation and injury management systems to ensure compliance across the Division with relevant legislation, policy, and organisational requirements.

- Provide timely advice and support to managers and staff to facilitate the management of WHS/IM issues and implementation of injury prevention and injury management programs and the facilitation of referrals for independent medical assessments with workers compensations and WHS implications.

- Support the evaluation of WHS, wellbeing, workers compensation and rehabilitation programs and strategies, identify risks and recommend appropriate modifications to increase the effectiveness of current and future initiatives.

- Monitor changes in legislation and regulations and proactively provide information and advice to senior executives on appropriate application and impact on organisational policy and procedures.

- Implement preventative strategies, manage risks and ensure processes are monitored and maintained to prevent injuries and minimise or control risks

## Key challenges

- Meeting agreed deadlines and balancing time effectively ensuring compliance with relevant legislation, government and organisational processes.

- Supporting the conduct of injury management cases effectively to ensure business requirements are balanced with legislation and government policy as appropriate.

- Meeting the diverse and specific needs of managers and staff across diverse Divisions.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Management | • Obtain strategic direction and guidance on sensitive matters and provide regular updates, advice, information and recommendations on WHS matters, projects and priorities. |
| Other Staff | • Provide advice, information and recommendations on WHS matters, projects and priorities. |
| **External** | |
| SafeWork NSW and icare | • Respond to contentious requests for service, obtain information, guidance and advice. |
| Insurer | • Respond to requests and provide advice where necessary. |
| Other Government Agencies | • Consultation, negotiations and information sharing on WHS and Injury management programs and initiatives |
| External Agencies and Stakeholders | • Identify opportunities to improve WHS programs and initiatives. Engage and monitor the performance of consultants and contractors. |

## Role dimensions

### Decision making

The role

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.

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- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

**Reporting line**

Reports to Manager Safety Health and Wellbeing

**Direct reports**

Nil

**Budget/Expenditure**

Nil

# Key knowledge and capabilities

It is desirable to be a member of the Australian Society of Rehabilitation Counsellors (ASORC), Australian Rehabilitation Providers Association (ARPA) or equivalent.

# Essential requirements

Relevant tertiary qualifications and/or equivalent experience in Human Resources.

Return to work coordinator trained is preferable but training can be provided

# 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 | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Foundational |
| **Relationships** | Communicate Effectively | Intermediate |
| | **Commit to Customer Service** | **Intermediate** |
| | **Work Collaboratively** | **Adept** |
| | Influence and Negotiate | Adept |
| **Results** | **Deliver Results** | **Adept** |
| | 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** |

## 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**<br>Display resilience and courage | Adept | • Be flexible, show initiative and respond quickly when situations change<br>• Give frank and honest feedback and advice<br>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately<br>• Raise and work through challenging issues and seek alternatives<br>• Remain composed and calm under pressure and in challenging situations |
| **Relationships**<br>Commit to Customer Service | Intermediate | • Focus on providing a positive customer experience<br>• Support a customer-focused culture in the organisation<br>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers<br>• Identify and respond quickly to customer needs |

| Group and Capability | Level | Behavioural Indicators |
|---|---|---|
| | | • Consider customer service requirements and develop solutions to meet needs<br>• Resolve complex customer issues and needs<br>• Cooperate across work areas to improve outcomes for customers |
| **Relationships**<br>Work Collaboratively | Adept | • Encourage a culture that recognises the value of collaboration<br>• Build cooperation and overcome barriers to information sharing and communication across teams and units<br>• Share lessons learned across teams and units<br>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work<br>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services |
| **Results**<br>Deliver results | Adept | • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes<br>• Make sure staff understand expected goals and acknowledge staff success in achieving these<br>• Identify resource needs and ensure goals are achieved within set budgets and deadlines<br>• Use business data to evaluate outcomes and inform continuous improvement<br>• Identify priorities that need to change and ensure the allocation of resources meets new business needs<br>• Ensure that the financial implications of changed priorities are explicit and budgeted for |
| **Results**<br>Think and Solve Problems | Intermediate | • Identify the facts and type of data needed to understand a problem or explore an opportunity<br>• Research and analyse information to make recommendations based on relevant evidence<br>• Identify issues that may hinder the completion of tasks and find appropriate solutions<br>• Be willing to seek input from others and share own ideas to achieve best outcomes<br>• Generate ideas and identify ways to improve systems and processes to meet user needs |
| **Business Enablers**<br>Project Management | Intermediate | • Perform basic research and analysis to inform and support the achievement of project deliverables<br>• Contribute to developing project documentation and resource estimates<br>• Contribute to reviews of progress, outcomes and future improvements<br>• Identify and escalate possible variances from project plans |

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