

Role Description

Occupational Health Nurse



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	254411
PCAT Code	1339192
Role Number	SOH3150
Date of Approval	August 2024
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the **NSW Department of Creative Industries, Tourism, Hospitality and Sport**. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is committed to making child safety and wellbeing an integral part of our culture. This commitment is reflected in our policies and procedures and will be embraced and embedded across all our operations and practices. Regardless of the role, providing a safe environment for our youngest visitors is a shared responsibility.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

PURPOSE OF THE ROLE

This position is responsible for providing an effective, timely and professional first aid and emergency care service to all staff, patrons and visitors of the Sydney Opera House and on occasion its surrounding areas.

It also assists with promoting good health and wellness at work for SOH staff and works to reduce the impact of on-site injuries and illnesses in accordance with the WH&S management plan.

KEY ACCOUNTABILITIES

- Provide immediate first aid treatment to a range of clients (employees, patrons, visitors, contractors) presenting with a wide variety of conditions both at the SOH and on occasion in its surrounding areas.
- Perform pre-employment health assessments, health screening and other health assessments.
- Maintain and ensure readiness of emergency and medical equipment.
- Work with other staff during medical emergencies, such as Fire Safety Officers and the Operational Security Team to provide support.
- Administer and maintain a health service that delivers treatment, advice and follows up a range of SOH employees with varying health needs.
- Assist in the prevention of injury and illness by supporting the Safety Team in delivering a comprehensive WH&S service.

- Assist with the planning and delivery of targeted health promotion/wellness programs and other related activities, eg Heart Week, Flu Vaccinations
- Work with other Health Centre Nurses to co-ordinate a continuity of service across the different shifts to aid in maintaining a strong customer focus in the delivery of all services.
- Maintain both electronic and written records (e.g. online incident reports, First Aid records etc) and patient medical files according to legislative and professional standards

KEY CHALLENGES

- Delivering a professional and consistent first aid service in a variety of settings to a range of clients, including medical emergency response.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Injury Management & Wellbeing Consultant	To liaise with, advise and provide information on the Health Centre activities and services and to assist with WH&S processes and incident investigations. Initiate incident reports and provide statistical data on injuries.
Head of Safety	To follow the vision, direction and priorities set by the executive and communicated to the Safety Team.
Senior Health Centre Nurse	To receive advice and support to ensure effective day to day operations of the Health Centre
Other Occupational Health Nurses	To exchange information on all Health Centre business. Work co-operatively to provide a customer focussed team.
EPRG	To liaise with and work co-operatively on the provision of emergency services, particularly medicals incidents.
Department Managers	To provide information and support on injury management within their department.
HR Consultants	To provide information and seek support on health assessment issues.
External	
Customers/Visitors	To provide assistance when and where required.

ROLE DIMENSIONS

Decision Making

The Occupational Health Nurse is the primary health professional on site and as such is responsible for delivering medical services and co-ordinating the activities of support staff at these times.

Guided by their professional training and experience as an OHN, the position works independently in providing ongoing treatment and advice on health issues to all clients of the Health Centre.

The OHN may act independently in delivering health promotion and wellbeing programs to SOH staff and other onsite staff.

Reporting Line

Injury Management & Wellbeing Consultant

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Current registration as a Registered Nurse and experience in a clinical setting.
- Relevant experience as an Occupational Health Nurse and/or tertiary qualifications in an appropriate field (ideal but not essential).
- Current accreditation in Advanced Resuscitation and Provide First Aid (or willingness to obtain it).
- Experience in delivering first aid.
- Experience in dealing with medical emergencies and using emergency equipment for example an AED.
- Experience in the effective delivery of health promotion/ wellbeing programs (ideal but not essential).
- Knowledge and awareness of WH&S legislation.
- Training and skills particularly in the area of first aid.
- Current computer skills including experience with incident recording systems.





- Excellent communication skills and ability to act as part of a team of experienced Occupational Health Nurses.
- A valid WWCC clearance. All SOH have a responsibility to recognise and respond to safety, welfare or wellbeing concerns for children and young people. All staff engaged in child-related work are mandatory reporters which requires reporting obligations in line with our SOH Child Safe Policy.

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	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act With Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans