

Role Description

Work Health and Safety Advisor



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 recovery 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	<ul style="list-style-type: none"> • Obtain strategic direction and guidance on sensitive matters and provide regular updates, advice, information and recommendations on WHS matters, projects and priorities.
Other Staff	<ul style="list-style-type: none"> • Provide advice, information and recommendations on WHS matters, projects and priorities.
External	
SafeWork NSW and icare	<ul style="list-style-type: none"> • Respond to contentious requests for service, obtain information, guidance and advice.
Insurer	<ul style="list-style-type: none"> • Respond to requests and provide advice where necessary.
Other Government Agencies	<ul style="list-style-type: none"> • Consultation, negotiations and information sharing on WHS and Injury management programs and initiatives
External Agencies and Stakeholders	<ul style="list-style-type: none"> • 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.

- 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](#) 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

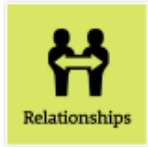
Focus capabilities

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	Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	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	Intermediate



Work Collaboratively

Collaborate with others and value their contribution

Encourage a culture that recognises the value of collaboration Adept

Build cooperation and overcome barriers to information sharing and communication across teams and units

Share lessons learned across teams and units

Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work

Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Adept

Make sure staff understand expected goals and acknowledge staff success in achieving these

Identify resource needs and ensure goals are achieved within set budgets and deadlines

Use business data to evaluate outcomes and inform continuous improvement

Identify priorities that need to change and ensure the allocation of resources meets new business needs

Ensure that the financial implications of changed priorities are explicit and budgeted for



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

Identify the facts and type of data needed to understand a problem or explore an opportunity

Intermediate

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



Project Management

Understand and apply effective planning, coordination and control methods

Perform basic research and analysis to inform and support the achievement of project deliverables

Intermediate

Contribute to developing project documentation and resource estimates

Contribute to reviews of progress, outcomes and future improvements

Identify and escalate possible variances from project plans

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

Intermediate

	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational