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| **Senior Executive Work Level Standards** | Work Contribution Stream: Professional/Technical/Specialist |
| **Classification/Grade/Band** | Band 1 |
| **Date of Approval** | 24 June 2020 |

Primary purpose of the role

The Director, Work Health and Safety develops and implements Work Health and Safety (WHS) policies for the Agency, monitors and evaluates the implementation and effectiveness of the policies and reviews as necessary. The role advises the Executive on the appropriate WHS strategies and initiatives to ensure that the Agency provides a safe and healthy working environment for everyone at all of its workplaces and fulfils its responsibilities related to injury management.

Key accountabilities

* Provide expert advice to Senior Executives, divisional and business managers to ensure that they are fully informed in relation to common law, legislative and policy duties, responsibilities and obligations
* Ensure that appropriate governance arrangements and communication processes are in place to inform Senior Executives, the Executive, managers and staff of obligations and responsibilities under applicable legislation and regulations, and all relevant codes of practice
* Develop and provide strategic direction, advice and support on Cluster policies, Agency WHS policies, management standards, guidelines and planning in consultation with Divisions to best enable the organisation to meet its WHS obligations
* Define standards and guidelines on hazard and risk management, particularly complex, high risk issues that cannot be resolved at an operational level, to ensure the Agency's risk exposure is minimised
* Implement frameworks, initiatives and processes across the Agency which underpin the effective management of incidents or injuries in the workplace and the rehabilitation of injured workers, consistent with Cluster policy
* Monitor and evaluate the performance of Agency WHS policy, systems and practices, to provide detailed and reliable analysis to support strategic decision-making processes, and to identify opportunities for policy review or new WHS initiatives

Key challenges

* Achieving a balance between the day to day operational compliance and regulatory demands with the need for a more strategic focus on risk identification, mitigation and injury management
* Developing a common policy platform and practice guidelines across a diversity of workplaces where risk profiles vary significantly and within work environments experiencing reform, and positive growth

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Act as subject matter expert on WHS matters, providing advice, counsel and recommendations to influence organisational decisions and initiatives
* Report on progress towards business objectives and discuss future directions
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| Executive | * Collaborate and provide expert advice on WHS issues and contribute to decision making and strategic directions
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| Human Resources Executive | * Collaborate to develop WHS policy and initiatives across the cluster
* Negotiate appropriate funding to ensure effectiveness of WHS operations and compliance
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| Direct Reports | * Lead, direct and guide
* Set performance expectations and manage performance and development
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| WHS Committees | * Work in consultation on the management of relevant WHS issues
* Support the WHS Committee to fulfil its main functions according to the relevant WHS legislation and the applicable Terms of Reference for the operation of the Committee
* Provide guidance and support to WHS Committee members to assist them to exercise their duties
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| Stakeholders | * Provide expert WHS advice to impact decisions, support initiatives, clarify accountability and communicate WHS performance
* Collaborate in relation to specific WHS development programs, education and awareness programs, WHS consultation and participation arrangements and processes
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| **External** |  |
| Other NSW Government Agencies | * Establish professional networks and relationships with Directors, Work Health and Safety across NSW Government, and with similar Agencies across other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues
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| Safety, Return to Work and Support Division (SRWSD) | * Maintain effective relationships with key contacts within the WorkCover organisation especially Safety, Return to Work and Support Division, to facilitate access to high quality advice and to fulfil reporting obligations under the relevant Act
 |
| Vendors/ Service Providers and Consultants | * Negotiate and approve contracts and service level agreements and ensure services and products provided are high quality, appropriately targeted and meet the organisation’s needs
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| Stakeholders | * Maintain effective proactive relationships with other WHS stakeholders, in particular Unions and NSW Treasury Managed Fund, in relation to case management requirements
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# Role dimensions

## Decision making

NA

## Reporting line

NA

## Direct reports

NA

## Budget/Expenditure

NA

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
| Personal Attributes | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Model the highest standards of ethical and professional behaviour and reinforce their useRepresent the organisation in an honest, ethical and professional way and set an example for others to followPromote a culture of integrity and professionalism within the organisation and in dealings external to governmentMonitor ethical practices, standards and systems and reinforce their useAct promptly on reported breaches of legislation, policies and guidelines | Advanced |
| Relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiencesSpeak in a highly articulate and influential mannerState the facts and explain their implications for the organisation and key stakeholdersPromote the organisation’s position with authority and credibility across government, other jurisdictions and external organisationsAnticipate and address key areas of interest for the audience and adapt style under pressure | Highly Advanced |
| **Work Collaboratively**Collaborate with others and value their contribution | Establish a culture and supporting systems that facilitate information sharing, communication and learning across the sectorPublicly celebrate the successful outcomes of collaborationSeek out and facilitate opportunities to engage and collaborate with stakeholders to develop solutions across the organisation, government and other jurisdictionsIdentify and overcome barriers to collaboration with internal and external stakeholders | Highly Advanced |
| **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-argumentsWork towards mutually beneficial ‘win-win’ outcomesShow sensitivity and understanding in resolving acute and complex conflicts and differencesIdentify key stakeholders and gain their support in advanceEstablish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromiseAnticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| Results | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ workInitiate, prioritise, consult on and develop team and unit goals, strategies and plansAnticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responsesEnsure current work plans and activities support and are consistent with organisational change initiativesEvaluate outcomes and adjust future plans accordingly | Adept |
| **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issuesWork through issues, weigh up alternatives and identify the most effective solutions in collaboration with othersTake account of the wider business context when considering options to resolve issuesExplore a range of possibilities and creative alternatives to contribute to system, process and business improvementsImplement systems and processes that are underpinned by high-quality research and analysisLook for opportunities to design innovative solutions to meet user needs and service demandsEvaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced |

| FOCUS CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
| Business Enablers | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract managementDevelop well-written, well-structured procurement documentation that clearly sets out the business requirementsMonitor procurement and contract management processes to ensure they are open, transparent and competitiveBe aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performanceEvaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principlesEscalate procurement and contract management issues, where required | Adept |
| People Management | **Manage Reform and Change**Support, promote and champion change, and assist others to engage with change | Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertaintyAssist others to address emerging challenges and risks and generate support for change initiativesTranslate change initiatives into practical strategies and explain these to staff, and their role in implementing themImplement structured change management processes to identify and develop responses to cultural barriers | Advanced |

# 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.

| COMPLEMENTARY CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
| Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Advanced |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Advanced |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Advanced |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Advanced |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Project Management | Understand and apply effective planning, coordination and control methods | Adept |
| People Management | Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Advanced |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |