


Job and Person Specification

Title of Role:	Work Health and Safety Advisor	Remuneration Level:	ASO5
Section:	Education	Type of Appointment:	Term
Business Unit:	SafeWork SA	Position Number:	

Job and Person Specification Approval


..... 24/ 07/ 2023
DELEGATE

SafeWork SA

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected.

SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service

Primary Purpose

The Work Health and Safety (WHS) Advisor provides practical support and assistance to help Persons Conducting a Business or Undertaking (PCBUs) to understand their legislative work health and safety responsibilities and implement effective safety systems to better manage their work health and safety risks.

Reporting Relationships

Reports to: Team Leader, Advisory Services



Key Relationships/Interactions

- Customers including Persons Conducting a Business or Undertaking (PCBUs), occupation licence holders, businesses, workers and the wider community
- SafeWork SA's Executive and Managers
- Education team
- Other SafeWork SA directorates
- Various stakeholders, including industry associations, unions and worker representatives
- Other government agencies and statutory authorities (state and national)

Key Challenges

- To deliver practical and high quality support for PCBUs which is tailored to their size, industry, risk and complexity
- To successfully engage with customers to develop and maintain strong working relationships and commitment to safety
- To proactively identify potential and emerging workplace issues and trends, internal and external influences, and support the development of practical solutions that can be shared across businesses
- Promote a culture of excellence, continuous improvement, flexibility and adaptability in the delivery of customer services

Special Employment Conditions

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years.
- Some out of hours work will be required to meet the needs of the role.
- Some intra and interstate travel will be required to meet the needs of the role.
- Possession of a class C driver's licence.

AGD Conditions

- Participation in bi-annual Performance Management Program;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include

- Flexitime
- Part time
- Job Sharing
- Compressed Hours



- Work from home or telework arrangements
- Remote working arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The WHS Advisor is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Leadership	<ul style="list-style-type: none"> • Drive a strong relationship approach with customers to effect positive behaviour change and commitment to safety • Ensure alignment of activities with the team Business Plan • Represent and positively promote SafeWork SA • Manage competing priorities across customer and stakeholder groups / interests • Pursue innovative solutions that make it easier for our customers to do business with us 	<ul style="list-style-type: none"> • Demonstrate Public Sector Values – service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability • Provide regular status reports on activities and performance against set KPIs outlining inputs and outcomes • Positive and professional relationships established to foster business delivery to enhance the agency’s profile and protect its reputation aligned with the Workplace Advisory Services Action Plan • Recommend solutions to address issues and problems identified in processes and workflows to improve efficiencies and effectiveness in service delivery



<p>Program delivery / Customer service</p>	<ul style="list-style-type: none"> • Ensure the provision of high quality, accurate, consistent and timely services to customers in accordance with legislation administered by SafeWork SA • Provide practical WHS information, advice and support to individual PCBUs taking into consideration their size, industry, complexity and risk • Achieve excellence in customer service standards by collaborating with internal and external stakeholders to achieve efficient and effective service outcomes • Develop and maintain positive stakeholder relationships and engagement that facilitate mutually beneficial outcomes • Ensure an effective and efficient response to customer and stakeholder requests • Actively foster and facilitate the use of digital technologies that make engagement with internal and external customers and stakeholders more efficient and effective • Increase customer service satisfaction (internal and external) as well as workplace effectiveness while maintaining positive morale and a sense of team <p>Create opportunities to continuously improve and reduce red tape</p>	<ul style="list-style-type: none"> • Deliver agreed outcomes in the team Business Plan • Identify, develop, deliver and evaluate practical solutions in consultation with customers that address work health and safety issues • Provide regular status reports on operations and performance against set KPIs • Achieve agreed service standards for quality and timeliness ensuring they are met or exceeded • Deliver high quality advisory services that achieve business outcomes demonstrated through positive customer satisfaction results • Development of practical tools, resources and support for customers that takes into consideration their size, industry, complexity and risk • Service delivery improvement: fewer complaints and more compliments from customers
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<p>Resource management</p>	<ul style="list-style-type: none"> • Provide individual workplace assistance that effectively and practically manage work health and safety risks • Build individual business capability by demonstrating what safe systems' looks like • Foster the team to build and maintain skills and knowledge in legislative requirements to help customers understand their rights and responsibilities • Collaborate, negotiate and influence customers and stakeholders to improve work health and safety practice within identified priority areas through behavioural change • Actively contribute to designing and developing practical tools and resources to address identified issues • Analyse individual PCBU performance against industry performance trends and provide practical advice and solutions • Adhere to all Departmental policies and procedures 	<ul style="list-style-type: none"> • Deliver agreed outcomes in the team Business Plan • Actively participate in regular team meetings to share information across the team, business unit and division • Promote good practice identified across industry/business sectors • Ensure skill sharing within the team to improve capabilities • Effective collaboration with and support from other SafeWork SA directorates in the planning and delivery of projects/programs • Actively participate in performance review and development (PRD) process to ensure performance indicators are met • Utilisation of relevant business systems and processes to ensure the efficient management and delivery of services and to achieve business outcomes • Utilise all available comparative data to inform customers of their WHS performance within an industry • Compliance with all policies and procedures
<p>Contribute to Culture</p>	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. • Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation. 	<ul style="list-style-type: none"> • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion. • Individual differences are encouraged and accommodated in the workplace.



Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none">• Demonstrated experience and extensive knowledge of work health and safety legislation and its practical application (minimum 3 years)• High level written and verbal communication and interpersonal skills, including the ability to adapt style and approach, to engage and communicate effectively with a range of customers and stakeholders at various levels, including public speaking• Demonstrated ability to exercise initiative, judgment and respond appropriately in a variety of situations with high level integrity and diplomacy utilising high level interpersonal skills to effect positive behaviour change• Proven capability to meet competing priorities and deadlines under broad direction in a busy and politically sensitive environment by planning and organising workload, setting and meeting objectives, goals and deadlines as well as mentoring team members• Demonstrated experience to conduct workplace visits across the State including being able to undertake workplace assessments to determine priority issues at a worksite• An awareness of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.• An understanding of the legislative requirements of the Work Health and Safety Act 2012.• An awareness of and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.
Technical Expertise (Desirable)	<ul style="list-style-type: none">• Relevant tertiary qualification specialising in WHS/OHS management or similar• Well-developed computer skills, i.e. Microsoft suite of programs• Knowledge of key legislation administered by SafeWork SA.• Demonstrated knowledge and experience applying health promotion principles and practice, particularly in the work health, safety and wellbeing spheres.



Behavioural Capabilities

The Performance Matrix describes the behaviours expected of SWSA employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the WHS Advisor. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism



Element	Behaviours
Supports Strategic Direction	<ul style="list-style-type: none"> • Promotes creative and innovative thinking • Supports strategic direction and plans • Identifies and manages risks as appropriate and escalates where necessary • Adapts quickly to changing and emerging priorities • Contributes to the drive for change and innovation
Achieves Results	<ul style="list-style-type: none"> • Confidently makes decisions showing good judgement • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Critically evaluates issues and ensures solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate
Manages Business Excellence	<ul style="list-style-type: none"> • Identifies trends, potential problems and opportunities and incorporates into plans • Translates performance requirements into achievable outcomes • Uses capability and expertise of the workgroup to achieve outcomes • Identifies and delivers high quality internal and external customer service • Utilises available internal and external resources for optimal outcomes
Fosters Working Relationships	<ul style="list-style-type: none"> • Tailors approach and communication style to suit the situation and audience • Actively listens and communicates clearly • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate
Professional approach and drive	<ul style="list-style-type: none"> • Builds a culture of respect and high ethical standards • Supports diversity and uses this to enhance outcomes • Constructively expresses own views and respects the views of others • Remains positive and recovers quickly from setbacks • Is aware of risks and makes decisions accordingly

Acknowledged by
occupant

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(Print name) (Signature)

Acknowledged by
line manager

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(Print name) (Signature & title)

