

Job and Person Specification

Title of Role:	Principal Advisor - Triage	Remuneration Level:	ASO6
Section:	Education	Type of Appointment:	Term
Business Unit:	SafeWork SA	Position Number:	P53391 & P53390

Job and Person Specification Approval



19/12/2023

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 Principal Advisor Triage is responsible for facilitating the timely, appropriate and efficient triaging of all reported complaints or notifiable incidents received to determine appropriate responses by SafeWork SA. Where a reported complaint or notifiable incident requires escalation to an industry team for response, the Principal Advisor Triage will ensure the relevant Team Leader is notified in accordance with established triaging procedures.

Not all complaints and incident notifications received by SafeWork SA are assessed as requiring an investigation or assessment response by an inspector. Other responses include referring the matter to other more appropriate authorities, writing to the relevant duty holder to advise them of the complaint received and requesting that they review the relevant parts of their safety management system (an administrative response), or taking no further action.

Triaging involves gaining sufficient information to make an informed decision on appropriate response.

The Principal Advisor Triage will contribute to the management of SafeWork SA's service delivery by providing management and leadership mentoring to team members.



Reporting Relationships

Reports to: Team Leader, Advisory Services

Key Relationships/Interactions

- SafeWork SA Executive
- SafeWork SA Leadership
- Education Team
- WHS Inspectors
- Investigators
- Specialist staff
- SWSA employees
- Various stakeholders including industry associations and unions.
- Other government agencies (state and national) and private sector organisations

Key Challenges

- Determine risk through effective use of questioning, problem solving, negotiation and conflict management skills.
- Accurately determining the initial classification and actioning of complaints and notifications received by SafeWork SA
- Consistent and timely triaging of notifications
- Working within a confidential, challenging and politically sensitive environment
- Prioritising and managing demands of an ever-changing workload of varying complexities and degrees of urgency.
- Providing verbal advice to workplaces in a timely and efficient manner in order to reduce the risk of injury.

Special Employment Conditions (If required)

- Hours of work will be between 9:00am to 5:00pm Monday to Friday.
- Out of hours work may be required on an ad hoc basis.



AGD Conditions

- Engagement in this role is subject to a satisfactory National Police Clearance
- 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.
- 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 Principal Triage Inspector is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Delivery of Triage System	• Lead, supervise, coordinate, and ensure efficient and effective processes and strategies are in place to coordinate the Triage Procedure to mitigate/control risks. • Develop appropriate strategies and coordinate the delivery of the Triage Procedure to ensure the efficient and effective attention to, and resolution of customer incident/complaints in accordance with all legislation administered by SafeWork SA • Escalate matters that are of a very serious nature, and/or are likely to have a significant impact on stakeholders and/or lead to media attention, to a senior officer to	• All complaints and notifiable incidents are assessed and actioned appropriately. • All significant incidents are managed effectively, and recommendations made to improve service. • Team Managers are aware of the category of complaints and notifiable incidents and that all nominated 'critical event' matters are attended to immediately. • All matters received by SWSA are entered on Joget Workflow in accordance with procedure. • Mitigate identified risks and devise strategies through work



	ensure they are addressed in a timely manner • Lead risk management processes relating to the triaging of complaints and notifiable incidents. • Assess all complaints and notifiable incidents reported to SWSA in accordance with the relevant triage procedure. • Provide verbal advice to workplaces in a timely and efficient manner in order to reduce the risk of injury.	practices and reporting procedures. • Participate in the development and implementation of quality assurance and improvements of processes to ensure best practice in complaints management • Monitor incoming complaints and processing status to ensure high risk complaints are escalated expeditiously and escalate any delays or workflow obstacles with senior officers or managers.
Drive Culture	• Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. • Promote a culture of integrity and professionalism within the organisation and in dealings external to government. • Embrace and encourage 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	• Pro-active measures are undertaken to adhere to and prevent injuries. • Work practices are sage and WHS legislation, policies and procedures are implemented. • Individual differences are encouraged and accommodated in the workplace
Leadership and Management	• Provide strategic and operational management and direction to ensure an effective team to SWSA and its customers. • Provide operational management by identifying and removing barriers to the team's performance • Manage performance reviews and development for all staff • Manage and develop all employees within the team	• Actively engage in discussion for service delivery improvement opportunities to support strategic directions and plans. • Meet with each team member at least fortnightly to discuss action and performance • Provide regular feedback and improvement guidance to the team
Continuous Improvement	• Influence, maintain and support a culture of high performance, professionalism, and continuous improvement within the team	• Identify and initiate opportunities for improvements in systems and objectives of SafeWork SA and drive continuous improvement in order to meet the requirements of any reform agenda and identified trends affecting the industry and South Australian communities



Technical Expertise**Qualifications, Skills, Knowledge and Experience relevant to the role**

Technical Expertise (Essential)	• High level communication skills (oral and written), including negotiation and mediation skills across a diverse range of people. • Analytical skills as evidenced through the interpretation of data, statistics and/or inspectorate/investigation principles. • High level conceptual skills and a demonstrated ability to manage complex work processes. • Commitment to personal and professional development, including the ability to reflect on own performance and to seek and accept feedback
Technical Expertise (Desirable)	• Skills and experience in the development, delivery and review of staff training and presentations • An appropriate qualification at Diploma level or above in a relevant discipline e.g., Government (Workplace Inspection), WHS • Demonstrated leadership and management skills including staff skills and engaging staff to commit to the organisation's vision and to achieve KPIs



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 Manager, Corporate Communications role. 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
Strategic Focus (Tactical)	- Actively promotes goals and strategic direction. Ensures work goals are linked to the bigger picture. Set aside time to engage in forward planning for his/her area of responsibility. - Considers the broader political environment and context when decision making. - Promotes creative and innovative thinking.
Results Orientation (Tactical)	Develops plans with clear outcomes and supports others to achieve these. Critically evaluates the problem in its entirety before identifying and implementing best possible solution. - Confidently makes decisions showing good judgement. - Effectively prioritises and re-negotiates tasks as needed. - Reviews performance and seeks opportunities to implement continuous improvement
Service Delivery Excellence (Tactical)	- Identifies trends, potential problems and opportunities and incorporates into plans. Promotes and ensures a strong focus on internal and external customer service. - Effectively manages and coordinates resources for optimal outcomes. Promotes and ensures a strong focus on internal and external customer service
Relationship Management (Tactical)	- Represents the agency and public sector effectively in public and government forums. Develops effective working relationships and internal and external networks. - Appropriately identifies and collaborates with relevant stakeholders. - Actively listens and communicates in a clear and concise manner. - Tailors approach and communication style to suit the situation and audience
Professional Approach and Drive (Tactical)	Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues. - Identifies and considers risk in decision making. Builds a culture of respect and high ethical standards. - Remains positive and recovers quickly from setbacks. Promotes adaptability in dealing with change. - Seeks opportunities to strengthen areas for development

Acknowledged by
occupant

..... / /
(Print name) (Signature)

Acknowledged by
line manager

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(Print name) (Signature & title)

