



Job Description Form

Department of the Attorney General Purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Position Title OSH & Welfare Officer		
Effective Date 1 May 2016	Position Number 013553	Level 4
Division Corporate Services	Directorate Human Resources	Branch HR Strategy & Workplace Services

DIVISIONAL OUTCOMES

The Corporate Services Division is responsible for facilitating the achievement of the Department's objectives through the delivery of Corporate Services including:

- Business and Financial services
- Assets and Procurement services
- Human Resources services; and
- Information Technology and Library services.

DIRECTORATE OUTPUTS

Directorate outputs are aligned to ensuring the provision of expert Human Resource advice to senior management, staff and business areas across the Department on Human Resource functions which include HR Strategy and Workplace, Recruitment and Classification, Payroll, Business and Client and Technology and Reporting services, in accordance with relevant legislation and public sector corporate governance requirements and the Department's Strategic and Business plans.

BRANCH OUTPUTS

The Branch manages the overall strategic direction in the identification, development and delivery of workplace initiatives aligned to whole of Government HR policy, legislative and public sector standard requirements. This includes policy and planning in areas such as workforce development, traineeships, diversity, and learning and development.

The Branch provides high level advice and consultancy expertise to senior management and the Department on a range of Human Resource workplace issues which include the provision of specialist strategic advice regarding HR Strategy, workplace relations, redeployment, performance management and discipline matters, occupational, safety and health, workers compensation and injury management services.

ROLE OF THIS POSITION

The **OSH & Welfare Officer** supports the Branch in providing OSH and Employee Welfare services to the Department and promoting the need for and benefits of a safe working environment.

Case manages the Department's injury management, OSH, workers compensation and return to work claims and cases.

Assists with a range of programs which contribute to employee welfare and wellness. Contributes to the planning, development and implementation of programs, policies and risk management across the Department.

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RESPONSIBILITIES OF THIS POSITION

Service Delivery and Achieves Results

- Communicates clearly and provides a responsive customer focused service which meets the needs of the Department and stakeholders.
- Provides accurate information, checks and confirms accuracy of information prior to release and takes responsibility for completion of work.
- Consults with stakeholders, including building and maintaining relationships with team members, other teams, colleagues and clients to achieve results.
- Supports and adopts a positive approach to business improvement by taking an active interest in identifying opportunities for improvement and contributes to the development and implementation of continuous improvement strategies.

Team Work

- Shares information with the Team, seeks input from others, contributes to team discussions to ensure others are kept informed; and treats people with courtesy and respect.
- Takes responsibility for completion of work within timeframes and takes initiative to progress work within the team to achieve Branch outcomes.
- Participates constructively and positively with team members and other workplace teams to achieve tasks and contributes towards a progressive and supportive team culture.
- Participates, as required in meetings, working parties, committees and other relevant forums.
- Communicates clearly, including listening to differing ideas to develop a shared understanding of the issues.

Branch Activities

- Supports the OSH and Employee Welfare Coordinator and DotAG Management with provision and/or coordination of timely advice on employee welfare matters.
- Provides a consultancy and advisory service to management, staff and OSH Committees on behalf of the Department on the correct application and interpretation of employee welfare related legislation, Awards, Agreements, policies and procedures.
- Case manages cases, claims and investigations for a range of employee welfare matters, including workers compensation claims, identifying and recommending control strategies for risks/hazards.
- Provides advice to facilitate the resolution of employee welfare matters, including: injury management, OSH, workers compensation and return to work matters, in line with current and emerging Departmental and Government standards and legislation.
- Contribute and assists in the implementation of contemporary strategies, policies and programs that contribute to a healthy and safe working environment.
- Clearly communicates solution focused strategies to the Department on employee welfare matters.
- Provide, monitor, evaluate and report statistical data in relation to employee welfare issues.
- Coordinates and/or delivers workplace assessments and makes recommendations to employees and managers.

Policy, Procedures and Frameworks

- Acts and operates at all times within the boundaries of organisational, legal and Government policy, procedures, frameworks and delegations.
- Ensures all relevant records management procedures and policies are followed in accordance with Department and Government record keeping standards, established workflows and the Directorate's business practices.
- Contributes to Departmental risks and issues being identified, managed and mitigated.

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RESPONSIBILITIES OF THIS POSITION Continued

Other Duties

Performs other duties as directed, aligned with relevant Directorate and Department's goals and objectives.

Corporate citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Department's frameworks of Code of Conduct and Public Sector Code of Ethics.

Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace.

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WORK RELATED REQUIREMENTS (Selection Criteria)

The following work-related requirements will be assessed at different stages of the selection process.

ESSENTIAL

TEAM WORK AND SERVICE DELIVERY

Ability to work as a member of a team or work independently on tasks to deliver services and achieve Branch and Departmental outcomes.

CASE MANAGEMENT AND ORGANISATION SKILLS

Ability to effectively plan, organise and prioritise daily case workloads to meet set targets in a high volume service environment, with high accuracy and attention to detail.

WRITTEN AND VERBAL COMMUNICATION SKILLS AND INTERPERSONAL SKILLS

Demonstrated skills and ability to communicate both verbally and in writing, including the ability to present information and advice in a clear, concise and articulate manner. Well-developed interpersonal skills, including the ability to communicate with a diverse range of people.

STAKEHOLDER AND RELATIONSHIP MANAGEMENT

Ability to engage, build and maintain successful relationships and networks with a range of stakeholders, to deliver successful outcomes for the Department.

PROBLEM SOLVING

Ability to identify and solve problems; including the ability to analyse client or Department needs, propose appropriate options and solutions, and/or escalate issues for resolution where required.

RESEARCH AND EVALUATION

Ability to research, monitor and report on issues, information, trends and statistics, to be used to recommend options, intervention and improvement strategies for the Department.

DESIRABLE

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Possession of or progress towards a relevant tertiary or similar qualification and/or knowledge and experience relevant to the role.

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REPORTING RELATIONSHIPS		
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Title
Manager, HR Strategy & Workplace Services
Classification
Level 7

↑
Responsible To

Title
OSH & Employee Welfare Coordinator
Classification
Level 6

↑
Responsible To

THIS OFFICE

Title and Classification:

← Other offices reporting to this office

Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
-	-	-

LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	<table> <tr> <td>LOCATION</td><td>CBD</td></tr> <tr> <td>ACCOMMODATION</td><td>Nil</td></tr> </table>	LOCATION	CBD	ACCOMMODATION	Nil
LOCATION	CBD				
ACCOMMODATION	Nil				
ALLOWANCES/SPECIAL CONDITIONS State allowances and conditions applicable.	Nil				

Certification	
The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.	
DELEGATED AUTHORITY APPROVAL <i>As per the Human Resource Management Delegations</i>	
Delegated Authorities Name	P. Bagdonavicius
Signature	
Date	May 2016

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