

## Health, Safety and Wellbeing Partner

### Key role details

Health, Safety and Wellbeing Partner	
<b>Reports to (position)</b>	Head of Health, Safety and Wellbeing
<b>Department</b>	Health, Safety and Wellbeing (part of Chief Operating Team)
<b>Location</b>	Bonnyrigg, Hurstville, Redfern, St Leonards and other locations as required
<b>Remuneration level</b>	Non-Award, Grade B
<b>Essential requirements</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Work, Health &amp; Safety (WHS), Occupational Therapy, Organisational Psychology or a related field</li> <li>• Workplace experience in a related role of 5+ years</li> <li>• Strong technical knowledge of WHS legislation and associated regulatory frameworks (Safe Work Australia, Safe Work NSW), Workers Compensation, and Return to Work (RTW)</li> <li>• Knowledge and application of contemporary safety and wellbeing practices including psychosocial risk management, positive psychology, mental health and integrating health, safety and wellbeing</li> <li>• Ability to champion safety, health and wellbeing including leading and influencing at all levels to embed a culture that integrates, safety, health and wellbeing</li> <li>• Ability to comfortably straddle both strategy and operations to ensure accountability and alignment</li> <li>• High agility and ability to deal with ambiguity including adapting quickly to changing internal or external needs</li> <li>• A natural relationship builder with stakeholder engagement skills to engage effectively with colleagues at all levels across the organisation (i.e. Executive, Board, Frontline)</li> <li>• Ability to produce high quality reports and deliver presentations to Board and Executives</li> <li>• Willingness and ability to regularly travel to all SGCH offices</li> <li>• Current NSW Drivers License</li> </ul>
<b>Desirable skills</b>	<ul style="list-style-type: none"> <li>• Exposure to ISO 45001 and ISO 45003 frameworks</li> <li>• Qualifications or knowledge and understanding of research methodology, occupational hygiene, human factors</li> <li>• Certificate IV in Training &amp; Assessment</li> <li>• First Aid Certification</li> </ul>



## Position summary

The Health, Safety and Wellbeing Partner is a pivotal role central to the implementation of the SGCH Health, Safety and Wellbeing Strategy. Responsible for a geographically spread remit across multiple workplace locations and teams, fostering a safety culture with internal and external stakeholders, the role will support the Head of Health, Safety and Wellbeing as a key enabler of our business to deliver on our vision *Great places, thriving people, connected communities*.

This role is accountable to ensuring that health, safety and wellbeing is at the forefront of all individual team and business decisions in promoting a safe, stigma free, resilient, diverse and inclusive workplace. Integral to success in the role is risk assessment, incident management, injury prevention, ongoing psychosocial risk management, compliance, quality reporting to key stakeholders including analytics as well as promoting wellbeing initiatives that drive engagement and performance outcomes.

Critical to this role is supporting the ongoing development, implementation, maintenance and evaluation of safety systems and governance frameworks to ensure ongoing compliance with relevant safety legislative and regulatory requirements.

As first point of contact for safety issues and concerns and needs to work collaboratively across the business to build a safety culture and drive excellence in safety operations through dedicated on-site presence during core business hours to raise awareness, coach, train, guide, undertake regular safety audits, develop programs, to communicate effectively and ensure monitoring and progressing with respect to operational requirements such as First Aid Officer, Fire Wardens, evacuation procedures as well as coordinating investigations and timely reporting in all areas of Workplace Health and Safety to ensure high standards with SGCH safety performance metrics.

To work at SGCH you are compassionate, responsive and committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.



## Your Success Profile

Health, Safety and Wellbeing Partner	
<p><b>Knowledge – ‘What do you know?’</b></p> <ul style="list-style-type: none"> <li>• Work, Health and Safety (WHS) legislation including the psychosocial risk management and other employment related such as Fair Work Act, Anti-Discrimination legislation, and Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022</li> <li>• Strong technical working knowledge and understanding of Workers Compensation, Return to Work, and the NSW regime including Safe Work NSW, State Insurance Regulatory Authority (SIRA), iCare</li> <li>• Organisational psychology</li> <li>• Contemporary knowledge and understanding of ISO45001, ISO45003, occupational hygiene, human factors, positive psychology, mental health including burnout</li> </ul>	<p><b>Experience – ‘What have you done?’</b></p> <ul style="list-style-type: none"> <li>• Support safety, health and wellbeing agenda either as standalone function or as part of a broader functional remit in mid to large organisations</li> <li>• Develop tools and frameworks to undertake risk assessments, effective incident management, return to work programs with a focus on prevention, response and promotion of positive health practices</li> <li>• Oversight of workers compensation claims and coordination of Return to Work (RTW) programs</li> <li>• Produced reports and delivered presentations including key metrics</li> <li>• Represented organisations in WHS Committees and/or related Board an executive leadership committees.</li> </ul>
<p><b>Behaviours – ‘What can you do?’</b></p> <ul style="list-style-type: none"> <li>• Champion and drive the implementation of health, safety, and wellbeing initiatives that are inclusive, cater to the needs of diverse workforce segments through a data driven lens</li> <li>• Balance the operational demands of the role and be able maintain big picture focus</li> <li>• Build relationships and engage comfortably with people from Board/Executive level to frontline staff and unions</li> </ul>	<p><b>Personal qualities – ‘Who you are’</b></p> <ul style="list-style-type: none"> <li>• Influencer able to inspire and lead at all levels of the organisation</li> <li>• Agile and adaptable to changing demands</li> <li>• Strategic mindset accompanied with attention to detail</li> <li>• Work with integrity to deliver the best outcomes for customers</li> <li>• Critical thinker with a solutions focussed approach</li> <li>• Emotionally intelligent who practices good self-care and delivers balanced viewpoints/judgement</li> </ul>



## Your work as an SGCH Health, Safety and Wellbeing Partner

Our strategic work areas	Your daily work
<b>Vision, purpose and strategy</b>	<ul style="list-style-type: none"> <li>• Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities</li> <li>• Lead a team to deliver great places, thriving people, connected communities</li> <li>• Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Show respect, courtesy and fairness when interacting with our customers</li> <li>• Respond to customer enquiries and requests with care and urgency</li> <li>• Keep customers informed about issues they have raised and seek feedback to ensure their needs are met</li> </ul>
<b>Health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Drive the implementation of the integrated health, safety and wellbeing strategy within designated remit</li> <li>• Support Return to Work program that covers all aspects of health and recovery at work</li> <li>• Produce quality evidence-based reporting for the Head of Health, Safety and Wellbeing as required</li> <li>• Embed health, safety and wellbeing across all touchpoints of the people experience at SGCH</li> </ul>
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Work as a team to provide best practice services</li> <li>• Collaborate with teams across our organisation to improve outcomes for customers</li> <li>• Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Work flexibly to adapt and respond quickly when situations change</li> <li>• Be open to new ideas, seek feedback and respond constructively</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show resilience and ability to work under pressure</li> </ul>
<b>Business excellence and innovation</b>	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Understand team and organisational objectives and align your activities accordingly</li> <li>• Understand the expected performance requirements and support our teams to achieve these objectives</li> <li>• Identify ways to improve project processes, tools and templates to achieve better outcomes</li> </ul>
<b>Legislation, policies and procedures</b>	<ul style="list-style-type: none"> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> </ul>



	<ul style="list-style-type: none"> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Ensure the privacy of customer and organisational information is protected</li> </ul>
<b>Compliance and reports</b>	<ul style="list-style-type: none"> <li>• Support high quality data and information collection across the team to contribute to accurate operational reports</li> <li>• Attend regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information</li> <li>• Attend regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information</li> </ul>
<b>Accountability and risk</b>	<ul style="list-style-type: none"> <li>• Identify and follow safe work practices; and be vigilant about their application by self and others</li> <li>• Attend workplace health and safety training</li> <li>• Be aware of risks that might impact on the completion of an activity and escalate when identified</li> <li>• Speak out against misconduct and inappropriate behaviour</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Use core office software applications such as Microsoft Outlook, Word and Excel</li> <li>• Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required</li> <li>• Comply with SGCH policies on the acceptable use of technology</li> </ul>

Our expectations	Your values and behaviours
<b>Top accountabilities</b>	<ol style="list-style-type: none"> <li>1. Support the newly established Health, Safety and Wellbeing team in the maturation of the organisation's safety culture through the implementation of health, safety and wellbeing strategy</li> <li>2. Partner with the ELT, Heads of and frontline people leaders to ensure effective risk mitigation and proactive risk prevention in accordance with legislative and regulatory frameworks</li> <li>3. Foster the continuous improvement of systems, frameworks, programs and initiatives for the control of workplace risk and continued improvement of health, safety and wellbeing performance beyond compliance</li> <li>4. Champion mental health and wellbeing through identifying psychosocial risks, reviewing workplace people issues/grievances, taking proactive actions to mitigate risks and prevent harm, promote psychological safety and cultivate conditions where everyone can thrive</li> <li>5. Champion physical health and wellbeing through ergonomics tools and supports, nutrition, healthy sleep habits, physiologist sessions and other programs</li> <li>6. Promote zero tolerance to sexual harassment and bullying in the workplace</li> </ol>



**Values and behaviours**

1. Trust – we take ownership and accountability to build trust
2. Empowerment – we empower our people, partners and our customers
3. Inclusion – we respect differences and treat people equally
4. Creativity – we explore new and better ways of working
5. Honesty – we are responsible, ethical and professional