

POSITION DESCRIPTION

Associate Director Staff Health

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Ambulance Service of NSW
Position Classification	Health Mgr Lvl 5
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Organisational Development Organisational Development Management
Vaccination Category	Category A
ANZSCO Code	132111 Corporate Services Manager
Website	www.ambulance.nsw.gov.au

PRIMARY PURPOSE

The Associate Director Staff Health is responsible for the strategic leadership and development of mental health and wellbeing strategies across NSW Ambulance to foster positive organisational change and in doing so promote personal commitment. The position is responsible for the development of targeted strategies and tools to build NSW Ambulance's capacity to proactively identify and/or respond to situations involving concern about employee resilience and mental health including where an employee may be at risk of self-harm.

The position is responsible for the efficient management of wellbeing programs, injury prevention programs and support services to families of staff.

The position is required to proactively develop and implement performance indicators aligned to the Government's KPIs in the area of staff wellbeing.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

It is the responsibility of all NSW Ambulance staff (including permanent, temporary, contract and employees engaged by third parties) to ensure their behaviour is free from workplace bullying, sexual harassment and discrimination. All staff must behave in a respectful and professional manner in accordance with the NSW Health Code of Conduct and NSW Ambulance CORE Values. Staff must report and respond appropriately to any instances or concerns of unacceptable behaviour, including workplace bullying. Managers are required to implement actions to prevent or minimise the risk of unacceptable behaviours, ensuring workplace bullying, sexual harassment and discrimination are

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identified as early as possible and responded to in accordance with the relevant policy.

Current NSW Drivers Licence

KEY ACCOUNTABILITIES

- Ensure the approach for the leadership and management of staff wellbeing is contemporary and evidence based and forms part of the culture of NSW Ambulance, through ongoing development and design of programs, policies and process which are embedded in workforce practice
- Develop, maintain and evaluate targeted strategies and tools to build NSW Ambulance's capacity to proactively identify and /or respond to situations involving concern about an employee's resilience and mental health including where an employee may be at risk of self-harm.
- Develop and implement strategic policies and initiatives that foster organisational and personal commitment to health and well-being through proactive and preventative activities with measurable outcomes.
- Provide high level technical advice to the Executive Leadership Team, senior managers, external agencies and committees and NSW Health on staff mental and physical wellbeing and expert and professional support, assistance and advice, consistent with NSW Ambulance policy and procedures, to frontline supervisors, Divisional and Executive managers on the appropriate services to support staff and family wellbeing.
- Liaise with key staff across the organisation to maintain and develop effective processes and strategies to deal with psychological and mental health issues in a supportive and proactive manner.
- Manage and monitor the budget and special program allocations to ensure that expenditure is within budget and is expended in accordance with the specific allocation. Developing policies, systems training and procedures to support the functioning of the unit and prepare high-level correspondence, project plans, briefs, ministerials and policies
- Supervise and professionally lead colleagues to achieve People & Culture objectives and to increase capabilities within the People & Culture Unit. Demonstrated people management skills, including providing staff support, staff development, performance management and the early identification of unacceptable workplace behaviours and taking appropriate action such as investigation, resolution and monitoring of harassment and bullying, grievance issues and conflict resolution.

KEY CHALLENGES

- Keeping abreast of current and emerging best practices and Government policy and statutory requirements; consultation with NSW Ambulance business units, about current workforce practices and service concerns and their impact on the effective service delivery and patient care; being aware of unique history, relationships and special interests and needs of various Service operational/professional groups; development and maintenance of good business relationships with key interest groups and managing the varying agendas of various stakeholders; managing a number of major projects/issues concurrently, with varying timelines and workloads, in a high pressure, high volume work environment.
- Maintaining confidentiality and complying with all probity requirements; achieving project deadlines and program milestones to the required standards and targets; and maintaining familiarity with a range of current research, policy and initiatives

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KEY RELATIONSHIPS

Who	Why
Senior Executive	To provide accurate and relevant advice and contribute to decision-making in relation to the management of concerns about staff wellbeing
Staff Health Unit	To provide continuous learning and development for staff and ensure regular feedback on performance.
NSW Ambulance staff	To ensure best practice processes are employed
NSW Health, government and non-government organisations	To participate and provide expert advice and guidance and ensure best practice research based interventions
External working parties, project committees, focus groups, cross jurisdictional steering committees and other emergency services organisations	To participate and provide expert advice and guidance and collaborate on best practice and service delivery

SELECTION CRITERIA

1. Significant senior level experience in a specialist Health and Wellbeing role with in a large matrixed organisational context with significant involvement in the delivery of health and wellbeing related projects and initiatives and relevant clinical and/or health management qualifications.
2. Demonstrated ability to develop and implement effective health and wellbeing strategies, policies and/or programs in large organisations which demonstrably and measurably impact strategic objectives, including the ability to monitor and evaluate systems, and set KPIs.
3. Strong relationship building skills and proven high capability and success in internal and external stakeholder management, including at executive level.
4. Outstanding change management and influencing skills, ideally with successful experience in enabling change in a large organisation.
5. Excellent written and verbal communication skills including concise report writing and production of engaging presentations, high-level correspondence, project plans, briefs, ministerial and policies.
6. Demonstrated financial and resource management skills including budgeting, reporting and presentations.
7. Conceptual and innovative problem solving skills with demonstrated experience for managing conflicting priorities and developing successful recommendations and advice on policies, strategies and solutions across a range of functional and complex areas.
8. Demonstrated people management skills, including providing staff support, staff development, performance management and the early identification of unacceptable workplace behaviours and taking appropriate action such as investigation, resolution and monitoring of harassment and bullying, grievance issues and conflict resolution.

OTHER REQUIREMENTS

Role dimensions

Decision making

The Level of Authority as per the NSW Ambulance delegations has been set at Level 3 for this position. For further information please review Delegations Manual on the NSW Ambulance Intranet

Reporting line

Executive Director People and Culture

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Direct reports

- Wellbeing Program Specialist
- Manager Health & Fitness
- Principal Clinical Psychologist
- Project Manager Wellbeing Investment Program
- Senior Chaplain
- Coordinator Peer Support
- Project Officer Family Support Program
- HR Officer

Budget/Expenditure

Financial Delegation as per the NSW Ambulance delegations of up to \$50k.

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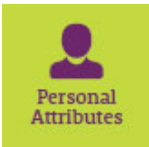
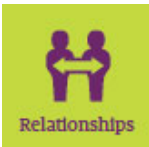



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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary


Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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Occupation / profession specific capabilities

Capability Group	Capability Name	Level
 Human Resources	Organisational Culture	Level 3
	Employee Services	Level 3

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation • Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value • Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these • Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes • Create opportunities for recognising and celebrating high performance at the individual and team level • Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges

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Occupation specific capability set (Human Resources)

Category and Sub-Category	Level and Code	Level Descriptions
Organisational Culture	Level 3	Influence managers and leaders to promote understanding of the significance of workforce management and positive organisational culture in achieving organisational goals as well as personal career goals.
		Provide expert advice to managers and leaders on integration and operationalisation of the organisational values, behaviour standards and Employee Value Proposition into all stages of the employment lifecycle in their areas of responsibility.
		Collaborate with managers and leaders on action plans to support organisation-wide integration of culture and engagement strategies, based on unique business priorities and context.
		Collaborate with managers and leaders to create and implement workforce programs and frameworks that motivate, recognise and reward employees and make the organisation a diverse, inclusive, innovative and meaningful place to work.
		Provide expert advice to managers and leaders as they implement individual and organisation-wide changes to turn organisational values and behavioural standards into daily practice and eliminate unacceptable manager or employee behaviours.
		Collaborate with managers and leaders to create and implement organisation-wide fit-for-purpose employee wellbeing strategies, addressing areas of staff resistance or ambivalence.
		Coach managers and leaders in understanding the key drivers of employee engagement together with the importance of monitoring patterns and taking early action.
Employee Services	Level 3	Develop benchmarks for key indicators of organisational culture and evaluate the effectiveness of workforce strategies in shaping organisational culture.
		Tailor service-level agreements to meet requirements and develop appropriate metrics.
		Regularly manage the review and evaluation of the full life cycle of employee services, and identify and recommend possible HR process and service improvements.
		Manage the delivery of high quality advice to managers and leaders on all employment matters.

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Foster a culture of customer service excellence, continuous improvement, and value for money.

Identify and act on any legislative or sector/ organisation policy changes that may impact service delivery.

Develop business cases and implementation plans in support of service model changes.

Collaborate with managers and leaders to coordinate the implementation of new or changed employee service offerings.

Manage third party suppliers against service level agreements, KPIs and contracts.
