

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Health and Wellbeing Support Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	TBA	Classification Level:	3
Employment Location:	Governance Building	Position Status:	Full-time
Department:	People and Performance	Document Last Reviewed:	20/12/2022
Branch:	Work Health and Safety	Job Dictionary:	MD-5-107
Accountable To:	Manager Work Health and Safety		
Aim of Position:	The aim of this position is to support Council's direction through the provision of health and wellbeing administrative support to the Work Health and Safety Branch in the coordination and delivery of the health and safety programs, initiatives, and innovations.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

1. Support the effective use of Council's electronic health and wellbeing systems, ensuring system information accuracy, utilization and process efficiencies across the whole of Council.
2. Identify, engage, and guide key stakeholders, providing expertise and advice on the best utilisation of the system.
3. Lead organisational readiness activities, testing, implementation and "business as usual" transition across Council.
4. Provide health and wellbeing system support to all areas of Council, providing guidance on system usage and obtaining feedback on system changes to meeting organisational needs.
5. Maintain Council's electronic health and wellbeing system ensuring system accessibility, usability, and accuracy.

6. Liaise with electronic health and wellbeing system vendor on system enhancements, updates and maintenance issues.
7. Provide health and wellbeing administrative support for all aspects of Council's Work Health and Safety Branch.
8. Work in conjunction with other teams within the People and Performance Department to deliver a seamless, coordinated, professional and customer focused service across Council.
9. Ensure that appropriate record keeping, in line with legislative and Council requirements, is undertaken at all times.
10. Generate regular reporting for leaders e.g., WHS Committee reports, meeting minutes, and track training requests.
11. Be the first point of contact for the WHS branch both face to face, phone, and email. Includes reception support.
12. Assist with completion of rehabilitation and injury management documentation and processes including undertaking basic claims management to ensure compliance with the *Workers Compensation and Rehabilitation Act 2003*.
13. It is expected that the incumbent undertake other reasonable duties and Tasks requested by Management within the incumbent's capabilities.

Position Requirements - Qualifications and Experience:

Mandatory:

1. Certificate level or higher qualifications in a relevant discipline (administration, workplace health and safety, business).
2. Rehabilitation and return to work coordinator accreditation or the ability to rapidly acquire.
3. Demonstrated experience in an administration or similar role is essential.
4. Demonstrated experience in the provision of high-quality customer service in a busy professional environment.
5. Demonstrated high-level expertise in a variety of computer software products, including Microsoft Word, Excel, PowerPoint, Outlook. Knowledge of online databases is desirable.
6. Well-developed organisational skills, including the ability to manage and prioritise a wide range of tasks with minimal supervision.
7. Ability to build positive relationships with internal customers and stakeholders as well as external organisations and agencies.

Desired:

1. Experience in rehabilitation claims management within a mid-sized organization.
2. Experience with system implementation and maintenance, project management, delivery, and reporting techniques.

Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	Engage people to build positive relationships: <ol style="list-style-type: none"> 1. Puts themselves in other people's shoes to accept and value different thinking 2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience 3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
Customer Focus (mandatory)	Focuses on customers: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	Models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements (mandatory)	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to demonstrate knowledge appropriate for their role 2. Demonstrates strong skills in their functional area 3. Committed to maintaining a high standard of practice in their role
Cross-Organisational Thinking	Understands how their work makes a difference to Council: <ol style="list-style-type: none"> 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work
Leading People	Supporting others: <ol style="list-style-type: none"> 1. Provides considered and supportive feedback to other team members and colleagues
Developing People with a One Team Focus	Supports others' capability development: <ol style="list-style-type: none"> 1. Readily shares their knowledge and experience 2. Acts as a coach, mentor, role model and sounding board for others
Driving People's Performance	Focuses on performance: <ol style="list-style-type: none"> 1. Seeks to understand tasks, asks questions and knows what is expected of them 2. Approaches challenging work situations with positive energy 3. Sets priorities and organises self to meet work deadlines 4. Reports progress and any potential delays of issues which may impact on others
Managing Stakeholders	Manages internal and external relationships: <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Listens to others actively and attentively

	<ol style="list-style-type: none"> 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others
Decision Making	Makes sound decisions: <ol style="list-style-type: none"> 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
Making Improvements	Open to making improvements: <ol style="list-style-type: none"> 1. Shows a willingness to try new ways of working 2. Generates and shares new ideas and suggestions for improvement
Progressing Change	Responds flexibly to changes: <ol style="list-style-type: none"> 1. Works to embrace and assist change 2. Helps to engage others in the change process 3. Shows resilience in times of uncertainty

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ol style="list-style-type: none"> 1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ol style="list-style-type: none"> 1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. 2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ol style="list-style-type: none"> 1. Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. 2. Use Council's technology appropriately and with respect.
4. Disaster Management	<ol style="list-style-type: none"> 1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ol style="list-style-type: none"> 1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ol style="list-style-type: none"> 1. Models compliance with Council's procurement Policy. 2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. 3. Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ol style="list-style-type: none"> 1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
Tetanus	Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
Twinrix (Hepatitis A and B)	For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, child care, carers of people with disabilities, healthcare workers, plumbers or sewage workers.

