

POSITION DESCRIPTION

General Information:	
Position Title:	Health, Safety and Wellbeing Advisor
Incumbent:	
Function & Team/Program:	People and Culture
Location(s):	National Office / Flexible
Manager's Position Title:	National Health, Safety and Wellbeing Partner
Manager's Name:	Rianna Shanks
Date Prepared:	15 October 2025
Prepared By:	Rianna Shanks
Approved By:	Lauren Stocker

Primary Purpose of this Position (In one sentence - why does the role exist?)
Provide operational support within the health, safety and wellbeing team including workers compensation claims management and applying specialist knowledge of WHS guidelines, recommendations, practices and legislation in delivery of partnering services, tasks and projects.
This position is pivotal to ensuring the organisation adheres to all national and state Work Health & Safety and Return to Work requirements, minimising risk and fostering a safe, healthy, and productive environment.
The incumbent is critical in providing first-line advice and driving the successful implementation of the annual HSW strategy and programs.

Scope:	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
• Nil	• Nil
Financial Dimensions controlled by this Position (Include key financial metrics such as revenue growth, income & expense budget, etc)	
Direct control	Indirect control
• Nil	<ul style="list-style-type: none"> Workers compensation claims costs (i.e. rehabilitation providers) External provider quotes and contracts, costs associated with wellbeing program, WHS and rehabilitation.

Other Dimensions of this Position
This role is preferred as a hybrid arrangement, with 1-2 days onsite at National or local office, and National office visits from time to time for team all-ins and other events.
Due to the intrinsic nature of this role, the position requires exposure to potential confronting and potentially distressing subject matter, including direct engagement with serious injuries, mental health claims, issues related to vicarious trauma, bullying, harassment, and complex job demands affecting vulnerable employees and customers. It is crucial that the incumbent possesses strong personal resilience and is able to operate effectively within these parameters. Applicants must be

confident they are free of pre-existing health conditions that could be aggravated or exacerbated by the inherent demands of this work

Setting Priorities (how is work prioritised)

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly, monthly
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Monthly, annually

Key Relationships (Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)

Internal	<ul style="list-style-type: none"> • People and Culture team, especially People Services/Payroll • HSW Committee members • Leaders • Team members
External	<ul style="list-style-type: none"> • Workers compensation insurers and rehabilitation providers • EAP • Other providers relevant to HSW (e.g. trainers, wellbeing providers etc).

Key Decision Making in this Role: (What are the key decisions and recommendations made in this role?)

Decisions Expected
<ul style="list-style-type: none"> • Position works within established systems and protocol • Decisions on general / basic workers compensation claims processes • Time management and prioritising work and projects • Proactive shared calendar and task management, pre-empt routine work and act before due dates
Recommendations Expected
<ul style="list-style-type: none"> • Advice on risk management and WHS activities to leaders and team members • Complex workers compensation matters, assess scenarios, recommend actions

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:

Major Area: Health, Safety and Wellbeing Generalist work	70% of Job Total
Support the operational aspects of HSW matters and related activities including projects and strategy plans.	
Assist in the update and review of policies and procedures as they occur.	
Coordination of WHS management system, including providing advice and support to team members/leaders, and ensuring functional and organisational compliance with WHSMS requirements.	
Undertake relevant administration duties associated with HSW including but not limited to correspondence with stakeholders (emails/phone calls), drafting letters and reports, filing of work and emails, etc.	
Monitor compliance and assisting stakeholders/managers to compete their duties in relation to workplace inspections and other routine HSW activities the organisation has in place.	

Contribute to the development of the monthly HSW reports for Executive, P&C Committee Reports etc	
Close monitoring of FOLIO and respond to hazard and injury reports, supporting managers to manage hazards/ close hazards in Folio with correct data collection along the way.	
Assist with SmithNet page management.	
Coordination of the Wellbeing Program and HSW Committees, plus other HSW activities as required.	
Monitor the HSW inbox and Zendesk system creating proactive email responses in consultation with the HSW Partner as required prior to sending WHS related content or advice.	
Serve as the initial/direct point of contact for team members' HSW enquiries and seek support from the HSW Partner when required and escalate as necessary.	
Support the maintenance, updating and distribution of WHS information, including the WHS SmithNet pages, HSW communications, Safety Moment library, Safety and Values CEO shares and any other communications which may occur.	
Develop and facilitate WHS training sessions and other educational opportunities as required	
Major Area: Workers compensation claims management	30% of Job Total
Act as the national Return to Work Coordinator. Manage the lifecycle of a claim, from the initial notification of injury to claim submission and claim management thereafter. Including liaise with insurers, workers, managers and develop RTW Plans, as well as being responsible for that all required documentations are readily and easily available and adheres to WHS legal requirements and best practice.	
Update The Smith Family's register/records with claim information as it occurs (keep registers current).	
Identify when a claim should be disputed and take relevant actions in the early stages, in consultation with the National HSW Partner.	
To develop leaders in RTW processes, this position will support the L&OD Team by providing best practice information in RTW processes, review training content and participate in the delivery of learning initiatives as appropriate.	
This position is responsible that their knowledge is consistently current related to national RTW legislation and state guidelines, and best practise, by undertaking relevant webinars, reading updates, training and education as required and/or directed.	

Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)

- Establishing and maintaining effective relationships with team members and leaders
- Resilience when faced with resistance to change, or challenging questions/situations
- Managing multiple stakeholders and priorities.
- The WHS framework, system, processes and policies are developing and not fully mature

Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)

Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> • Cert IV WHS or higher • Workers' compensation claims management / return to work coordination certification 	<ul style="list-style-type: none"> • HR certification or qualification • Cert IV Training and Assessment • Wellbeing course/certificate

	Essential	Desirable
Experience:	<ul style="list-style-type: none"> Working in a WHS administrative or generalist role (at least 3 years) Working as a Return to Work Coordinator and or managing workers compensation claims (at least 3 years) Ability to meet deadlines and juggle and deliver on competing priorities Intermediate computer skills in Microsoft applications (Word editing and formatting), excel, and ability to adapt to AI and other technology Previously facilitated WHS management systems Basic experience in undertaking Incident investigation Basic experience in writing WHS reports, including provision and analysis of data 	<ul style="list-style-type: none"> Previously used FOLIO or other risk management/WHS software High level of competence in Microsoft applications (Word editing and formatting), excel, and ability to adapt to AI and other technology. Experience in WHS consultation and committee coordination and/or management. Experience in WHS / RTW with national exposure Experience working for a Non-For-Profit organisation (aged care, disability, social services, ect) Engagement with EAP providers
Competencies:	<p>Essential</p> <ul style="list-style-type: none"> High level written and verbal communication skills Ability to manage difficult conversations, handling complaints, fitness for work issues, and other sensitive employee matters. High level of attention to detail Solid working competencies in generalist WHS and workers compensation claims management A sound understanding of psychosocial hazards and legislation Excellent time management skills Ability to build and maintain effective professional relationships (approachable and flexible) Ability to maintain confidentiality Ability to find solutions through existing competencies, organisational framework and by thinking “out of the Box” Passionate about WHS, and creative in how to make the topic interesting to stakeholders Proven capacity for outstanding resilience and emotional maturity when managing highly sensitive and/or offensive material, or challenging situations. 	<p>Desirable</p> <ul style="list-style-type: none"> Ability and experience in writing policies and procedures