



POSITION TITLE	Critical Incident Liaison Officer
JOB PROFILE ID	HWB_HEO7_SJP_01
JOB CATEGORY	Professional
JOB FAMILY	Health and Wellbeing
COMPENSATION GRADE	HEO7
MANAGEMENT LEVEL	19 Individual Contributor

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION

The Critical Incident Liaison Officer is responsible for coordinating the response to a critical incident involving students. Critical incidents include traumatic events, or the threat of a traumatic event (within or outside Australia) that causes extreme stress, fear, or injury to one or more students. Critical incidents include, but are not limited to:

- Missing students
- Severe verbal or physical aggression
- Critical mental health episodes
- Drug or alcohol abuse
- Gender-based violence
- Physical, sexual, or other abuse or assault
- Death, serious injury or any threat of these
- Accidents
- Fire or natural disaster

Under direction of the Head of Student Wellbeing, Incident Manager, and/or PVC Student Life, the role is responsible for coordinating, monitoring, and reporting on critical incidents affecting students.

This position is designated as child-related employment. To be able to work in this role, you will need a current Working With Children Check (WWCC) or to consent to WWCC employment screening.

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Critical Incident Liaison Officer will act under the guidance of the Incident Manager but with some autonomy in decision making, informed by university policy and procedures, relevant governance guidelines and legal requirements. The position consults with the Incident Manager and/or the Senior Manager Specialist Care and Wellbeing Services on major decisions, however, is often required to use their initiative and judgement to resolve issues in the short and medium-term. Policy and procedure governance decisions are escalated by the role.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	0122651 Incident Manager - Ms Heather Mabry
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. Act as a central contact and coordination point for Student Wellbeing, responding to critical incidents involving students and ensure timely and appropriate support and referral services are provided.
2. Provide direct case management of critical incidents affecting one or more students.
3. Work closely with internal University stakeholders and external providers (as appropriate) to effectively manage critical incidents affecting one or more students.
4. Assess students crisis support needs, triage students to appropriate internal and external supports, and provide case management support when needed to ensure the supports provided enhance the student's capacity to optimise their academic and personal development outcomes.
5. Provide wellbeing guidance and linkages to students, staff, ex-students, ex-staff, and visitors affected by sexual misconduct and domestic violence to ensure the effective and timely provision of support.
6. Support the Incident Manager to liaise with Office of the Vice-Chancellor, faculty, and portfolio representatives to ensure the proactive management of critical incidents and facilitation of issue resolution.
7. Provide specialist knowledge for campaign and initiative design, contributing to the development and implementation of wellbeing awareness and promotion programs and activities.
8. Contribute to the development of an annual Action Plan for the function (including training programs), based on data analysis, in line with current research and best practice, and to support wider University strategy and initiatives.
9. Implement initiatives to identify and address risk in the space, informed through data analysis, and monitoring relevant internal and external developments.
10. Support the Senior Manager, Specialist Wellbeing Care and Services and the Incident Manager in the development, implementation, adherence and review of effective Standard Operating Procedures, Triage Guidelines, early intervention initiatives, and other protocols for the area.
11. Proactively maintain effective collaborative relationships with internal stakeholders including other PVC (Student Life) teams, professional service units (including COS, SHW, Workplaces Relations, Office of General Counsel, Student Affairs, and Marketing and Communications) and relevant faculty staff.
12. Ensure data collection on incidents is rigorous and accurate, and support reporting requirements, ad hoc requests for data, and identification of potential risk.
13. Perform work activities relevant to the role's key accountabilities as approved by the Manager and commensurate to the role's classification level.

EDUCATION

Education

Other - An equivalent combination of training and experience.

Tertiary qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

Current Working With Children Check or consent to the relevant employment screening. - No Issuer.

Working with Children Check - No Issuer.

SKILLS

Skills

A strong understanding of University organisational structures and processes; and the ability to provide advice to senior staff and report to governance and management bodies

Effective communication skills (both verbal and written) with ability to interact, influence and negotiate with a broad range of people within and outside the university with a high level of tact, diplomacy, and discretion. Includes the ability to manage people who may be in distress or difficulty.

Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, and achieve required outcomes, and the ability to prioritise the team's workload during busy periods

Strong problem-solving skills, including demonstrated ability to take initiative and exercise sound judgement in resolving critical and serious matters.

Well-developed relationship management skills, including the ability to build and maintain effective working relationships with a broad range of people within and outside the university.

WORK EXPERIENCE

Work Experience

Familiarity with the external regulatory environment, regulatory agencies, and related reporting requirements

Proven experience in the critical incident field within similar organisations, possessing a strong knowledge of management of critical incidents affecting students, including case management and support of complex and acute needs, mental health assessments, and all relevant legislations and standards

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	INT
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	INT
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	INT



Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Actively manages opportunities, risks and issues	Actively manages opportunities, potential risks and uncertainties to achieving the strategic objectives of the University.	INT
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	INT
Drives strategic alignment	Scopes, develops and manages projects/programs that underpin education, research, engagement and student experience outcomes (directly or indirectly) to ensure successful delivery for students, staff and the community.	INT
Enables compliance and integrity	Cultivates an environment in which students and staff act with integrity and comply with relevant laws, regulations and policies applicable to the University.	INT
Fosters strong partnerships	Develops, sustains and strengthens internal and external relationships for the betterment of the University.	ADV
Presents with credibility	Presents and facilitates discussion by making information understandable and engaging students, staff and/or the community to generate action and create an impact.	INT
Seeks insights to inform decisions	Gathers, consolidates and evaluates a range of information to uncover key insights and inform business decisions across the University.	FOU
Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	INT
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	INT
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	INT
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University's strategy of excellence in research, education, engagement and student experience.	INT
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	INT
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	INT
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	INT
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	INT
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	INT
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	INT