

# Role Description

## Health Check Advisor



<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Fire and Rescue NSW (FRNSW)
<b>Directorate/Branch/Unit</b>	People & Culture/ Work Health & Safety/ Health Promotions
<b>Classification/Grade/Band</b>	Clerk Grade 7/8
<b>Role Number</b>	52015833
<b>ANZSCO Code</b>	251312
<b>PCAT Code</b>	3224592
<b>Agency Website</b>	<a href="http://www.fire.nsw.gov.au">www.fire.nsw.gov.au</a>

### Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

### Primary purpose of the role

Facilitate a range of case management, and support activities associated with the implementation of the FRNSW Health Check Program.

### Key accountabilities

- Provide a range of case management and support services including information reviews to assess and document firefighter ordinary duties and processing fitness for duty certifications arising from the Health Check Program
- Coordinate appropriate follow up support by Health & Safety teams and ensure relevant stakeholders and Zone Management are appropriately informed.
- Undertake research and analysis, considering data from numerous sources, and preparing project briefs, to support informed decision-making and planning
- Provide advice and information on issues relating to the Health Check Program from firefighters, managers and other key stakeholders, including the Independent Occupational Physician service provider
- Identify opportunities and synergies and issues which threaten the achievement of program objectives and develop workable solutions for implementation
- Prepare and maintain program documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information that contribute to the achievement of program outcomes
- Manage the administrative components associated with the delivery of the Health Check program including, coordinating and preparing invoices for payment, validating travel and allowance claims, as required
- Escalation of firefighter non-compliance with Award requirements to undertake a Health Check

### Key challenges

- Deliver case management and support services, given tight deadlines, limited resources and the need to manage competing priorities
- Issues managed can at times be contentious and require effective communication to achieve workable solutions

## Key relationships

Who	Why
<b>Internal</b>	
Health Check Coordinator	<ul style="list-style-type: none"><li>• Liaise with and provide feedback and advice to achieve continuous improvement and integrity of the program</li></ul>
Staff within Health & Safety and other Directorates and Zone Management	<ul style="list-style-type: none"><li>• Liaise with on matters relating to Health Check outcomes and related follow up actions</li><li>• Appropriately inform to keep up to date on Firefighter health check outcomes</li><li>• Liaise with in relation to Fit subject to review requirements</li></ul>
Firefighters	<ul style="list-style-type: none"><li>• Liaise with to ensure reviews are carried out within required timeframes</li></ul>
Occupational Physicians	<ul style="list-style-type: none"><li>• Liaise with on fit subject to review outcomes and follow up requirements</li></ul>
<b>External</b>	
External Stakeholders	<ul style="list-style-type: none"><li>• Develop and maintain cooperative, productive and professional working relationships with key stakeholders to achieve outcomes</li></ul>

## Role dimensions

### Decision making

Has independence and autonomy to manage work within broad framework set by the Health Check Coordinator

**Reporting line:** Health Check Coordinator

**Direct reports:** Nil

**Budget/Expenditure:** As per FRNSW Delegations Manual

## Key knowledge and experience

Demonstrated experience in case management services.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>	<b>Intermediate</b>
 <p>Relationships</p>	<p><b>Influence and Negotiate</b></p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Utilise facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> <li>• Keep discussion focused on the key issues</li> </ul>	<b>Intermediate</b>
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>	<b>Intermediate</b>
 <p>Results</p>	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	<b>Adept</b>
 <p>Business Enablers</p>	<p><b>Project Management</b></p> <p>Understand and apply effective project planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>	<b>Intermediate</b>

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational