

**Safe Place Support Advisor**

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| **Position Detail** |  |  |  |
| **Reports To** | Head of Safe Place | **Group** | People and Culture |
| **Classification** | ASA 7A | **Location** | Flexible (ACT, QLD, VIC) |
| **Reports – DirectTotal**  | NIL |  |  |

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| **Organisational Environment** |

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world’s airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

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| **Primary Purpose of Position** |

Responsible for providing independent, compassionate and human-centred response to allegations of misconduct including bullying, sexual harassment, harassment, and exclusion in the workplace, Safe Place is a newly-created function, crucial to the success of Airservices’ cultural reform.

As a Safe Place Support Advisor you will play a key role in ensuring that consistent and appropriate processes and mechanisms are in place to foster a culture of psychological safety; free from inappropriate behaviour.

Working as part of a newly formed team, this role is accountable for providing high quality support and case management to employees who are parties to suspected misconduct matters either as a victim of inappropriate behaviour (such as bullying, sexual harassment, harassment and exclusion), witness or a respondent to the allegations.

The Safe Place Support Advisor will play an important part in supporting the organisation’s culture by building trust and confidence in the way behaviours and conduct are managed.

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| **Accountabilities and Responsibilities** |

Position Specific

* Provide advice to complainants on reporting and response options
* Provide confidential case management, support and information to complainants, witnesses and respondents to misconduct matters
* Provide advice and support to peer support officers
* Provide advice and support to leaders in dealing with suspected misconduct or disclosures made to them
* Facilitate mediation or conflict resolution between parties where appropriate
* Support the training and engagement of a network of peer support officers
* Support initiatives that create an environment of trust, inclusions and support for people across our organisation

People

* Establish develop and maintain effective working relationships across Airservices and with relevant external stakeholders to ensure that there is effective coordination of all activities in support of organisational objectives
* Work with leaders and the people community on programs and initiatives to achieve a culture where people feel safe voicing their concerns and calling out inappropriate behaviours; and workplace investigations are trusted and valued
* Establish and facilitate consultative groups as required to ensure Airservices implements a Safe Place culture

Compliance, Systems and Reporting

* Ensure all documentation and reporting requirements completed within agreed timeframes

Safety

* Act as an internal advocate promoting an inclusive, healthy and supported workforce
* Demonstrate safety behaviours consistent with enterprise strategies
* Ensure that parties to investigations feel safe and supported throughout the process

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| **Key Performance Indicators** |

Efficient, Effective and Accountable

* Provide independent and confidential advice to complainants on the response options available
* Provide timely and confidential case management, support, information and advice to anyone who has been impacted by workplace behaviours including complaints of bullying, sexual harassment and exclusion in the workplace
* Provide advice and action to protect complainants from adverse behaviour that may result from them making a complaint including disciplinary action, rostering changes, team movements or recommending standing down those being investigated
* Provide advice to managers on how to appropriately respond to bullying and sexual harassment disclosures made to them
* Provide advice and support to witnesses and respondents throughout misconduct processes
* Train, support and engaged a network of peer support officers
* Collaborate with expert independent educators to provide education on respectful and inclusive relationships

Commercial

* Compliance with relevant procurement and contract management standards, including supporting relationships with workplace investigations panel

Safety

* Compliance with safety, risk, environmental and any other standards

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| **Key Relationships** |

To be successful in this role, strong working relationships with a wide range of stakeholders across the organisation will be critical. Examples of these include:

* People leaders at all levels (from executives to line leaders)
* People Community

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| **Skills, Competencies and Qualifications** |

* Extensive experience supporting workplace investigations or similar environments
* Demonstrated experience and specialist skills in addressing bullying, sexual harassment, harassment and trauma
* Experience and expertise in a range of conduct and ethics related activities
* Proven highly developed verbal and written communication skills including the ability to present to different audiences through various forms of media; ability to influence through writing; ability to convert high levels of data into concise, succinct and effective summaries.
* Demonstrated passion for diversity and inclusion with experience supporting programs of change and culture building
* Demonstrated ability to manage multiple stakeholder relationships to negotiate, motivate, influence and achieve outcomes
* A background designing and implementing strategies that support employee psychological safety
* Qualification in counselling, psychology or social work is desirable.

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| **Performance Standards and Behaviours** |

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

* Treating everyone with dignity, respect and courtesy
* Acting with honesty and integrity
* Acting ethically and with care and diligence
* Complying with all Airservices’ policies and procedures, and applicable Australian laws
* Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
* Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.