

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Career Support Officer	ASO6
Division/Business unit:	Reports to:
People and Performance / Career Support	Manager, Career Support

Role purpose:

The Career Support Officer is a role within People and Performance and is accountable to the Manager, Career Support for:

- identifying and negotiating suitable alternative placements for work injured and excess employees.
- establishing and maintaining the reporting requirements for excess employees as determined by the Commissioner for Public Sector Employment.
- compiling and analysing statistical data and formulating reports on human resources activity, including excess employees and targeted/voluntary separation packages.
- preparing and developing briefings, reports, correspondence, and other documentation in relation to work injured and excess employees.
- undertaking and delivering human resource (HR) related special projects and programs.
- applying early intervention measures in response to reported incidents and workers compensation claims.
- providing comprehensive return to work services, including the development and implementation of recovery / return to work plans.

Key outcomes and accountabilities:

1. Provide case management services to work injured and excess staff that includes facilitating returning to work, the job matching and transition process, providing career advice, support with preparing job applications and attending interviews, and the identification and coordination of retraining opportunities.
2. Work with treating practitioners, allied health professionals, support services and managers to support injured staff to return safely to work.
3. Provide guidance and advice to stakeholders on all matters associated with injury management, return to work, redeployment, and career development processes.
4. Contribute to the development of key performance indicators related to DHS work injured staff, excess employees, and HR special projects.
5. Develop communication strategies to disseminate outcomes and achievements regarding the management of DHS injured, excess and unattached employees.
6. Provide a confidential, effective, and timely human resource management advisory and consultancy service in accordance with the relevant legislation, regulations, government policies and standards on a broad range of activities.
7. Monitoring and reviewing responses to incidents and undertake further investigations or follow-up actions.
8. Assessing injured workers recovery and return to work needs, identifying the most appropriate and efficient facilities and services required to achieve an early, safe, and sustained return to work outcome

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- **MANDATORY:** Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- A flexible approach to work and taking leave
- May be required to undertake inter/intra state travel

Key Relationships/Interactions:

Internal

- Manager, Career Support (line manager)
- Human Resource, Wellbeing and Safety staff
- DHS work injured and excess staff
- Executives and managers across DHS
- SafeWorkSA, ReturnToWorkSA and relevant professional bodies
- Agencies across the public sector
- Office of the Commissioner for Public Sector Employment
- Employee associations and unions

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Relationships and Partnerships** – develop and maintain productive working relationships with all levels of Government and relevant internal and external stakeholders.
2. **Data Experience** – utilise experience in recording, analysing, interpreting, and presenting data in a logical and meaningful manner.
3. **Conflict Resolution** – clarify situations, act impartially, and use influence, negotiation, and persuasion to effectively mediate the conflict and devise a workable solution.
4. **Case Management** – utilise case management principles and frameworks such as undertaking suitable assessments and interventions and recommending appropriate referrals.
5. **Human Resources Experience** – utilise experience in dealing with the Acts, legislation and industrial instruments that govern human resources and industrial relations within State Government agencies.
6. **Legislative Knowledge Base** – demonstrate knowledge of the Work Health and Safety Act 2012; Return to Work Act 2014, standards, and regulations

Qualifications:

Essential: Must be a certified Return to Work Coordinator (as per the Return-to-Work Act 2014)

Desirable: Nil

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☒ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Kylie Raab, Manager, Career Support		Date: 9/6/2023
Approved by: Nicole Deacon, Director, Human Resources, Wellbeing and Safety		Date: 15/6/2023