

Position Title:	Work Health Safety Specialist
Division:	People and Culture
Reporting To:	Work Health Safety Manager
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Develop and support a dynamic person-centred workforce, workplace and culture. We do this by

- Building our people strategy
- Providing the framework of policies and procedures related to people at work
- Leading organisational change and identifying solutions for people to address challenges.
- Providing support and advice to our managers and staff

KEY OBJECTIVE OF THE POSITION:

To develop, implement and evaluate best practice Work Health Safety (WHS) services for Northcott.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Certificate IV in Work Health and Safety, with strong knowledge of WHS legislation and compliance codes
- Experienced in psychosocial hazard management including stress, fatigue, bullying, and workload demands
- Skilled in early identification, control measures, and consultation practices for psychosocial risks
- Proficient in WHS systems, including Noggin and Salesforce
- Strong relationship-building and influencing skills across all levels of staff and external stakeholders
- Sound understanding of Human Resources processes and WHS procedures
- Demonstrated analytical thinking and effective problem-solving capabilities

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Proven ability to exercise sound judgement, initiative, confidentiality, and sensitivity
- Holds a current NSW driver's licence
- First Aid / Mental Health First Aid qualifications (desirable)
- Excellent verbal and written communication skills tailored to diverse audiences
- Experienced in managing conflicting priorities and meeting tight deadlines
- Background in the not-for-profit sector and/or lived experience with disability (desirable)

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Northcott staff
- Managers and Executives
- External suppliers and agencies

Relationship Building

- Initiate, develop and maintain good working relationships with all internal and external stakeholders

Problem Solving

- Ability to research options and propose solutions to problems
- Use initiative to prioritise work deadlines
- Flexibility in approach to achieve optimum business outcomes

Financial Impact

- General understanding of budget implications when identifying risk mitigation strategies
- Awareness of financial aspects of Workers Compensation claims management

Time Impact

- Responsive to day to day enquiries
- Meet scheduled deadlines

DUTIES

The typical duties of this position include:

1. Develop and maintain accurate WHS records, registers, and documentation in line with policies and legislation.
2. Maintain knowledge of current, trends, standards and best practice guidelines for WHS and injury management
3. Be the safety subject matter expert; as the initial point of contact for reported incidents, collaborate with stakeholders to provide immediate advice, discuss next steps and corrective actions.
4. Promote safe ways of working and foster a safety culture; both physical and psychological.
5. Proactively provide advice on safety issues, create safety awareness communications and celebrate good news stories.
6. Conduct and monitor incident investigations and identify contributing factors.
7. Collaborate with stakeholders to facilitate the implementation of corrective actions and ensure knowledge learnt is shared across the business
8. Conduct risk assessments in a variety of contexts including Northcott facilities, venues within the community and the home environment.
9. Ergonomic assessments of employee workspaces – within offices as well as in the field.
10. Work with Injury Management colleagues to understand how WHS and IM interact and impact on each other.
11. Train and mentor IM colleagues to assist with WHS matters, and learn the IM function to provide assistance, back up or overflow of work when required.
12. Lead, maintain and expand the employee wellness program; coordinate health and wellbeing initiatives such as flu vaccinations and corporate gym memberships in collaboration with HR colleagues.
13. Provide assistance to the WHS Manager, including regular reporting on injury management statistics and risk assessment compliance

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.