

Position Description

Title	Workplace Health and Safety Support Officer
Department	People, Culture and Wellbeing
Classification	Administration Officer Grade 3 (AO31- AO35)
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Responsible to	Workplace Health and Safety Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

People Culture and Wellbeing (PC&W) is responsible for providing strategic and operational services which support the employment and workforce needs of the Royal Women's Hospital. PC&W is committed to forming strong partnerships with Managers and staff, aligning practices to strategy, integrating with other functions and creating value in the management of human resources. We will support the organisation to achieve its goals through the effective management of people in congruence with the Women's values.

Our aim is to provide systems and frameworks which support our workforce capability, capacity and management, which in turn supports the Women's in the achievement of the Women's strategic goals.

Our service is delivered across streams including People Solutions, People and Culture Consulting, Employee Relations, Health, Safety & Wellbeing.

The Workplace Health and Safety stream is focused on supporting the organisation to promote health and wellbeing for all staff working at the Women's and to provide comprehensive services around Health, Safety, Wellbeing and Injury management.

Position purpose

The Workplace Health and Safety Support Officer will be responsible for supporting Workplace Health and Safety team to support and administer the injury management and the occupational, health and safety programs across the organisation.

The Workplace Health and Safety Support Officer will be required to work with staff at all levels of the organisation, and will contribute to People, Culture & Wellbeing delivering an effective, customer-focused Service to the Women's.

Key responsibilities

Professional Practice

- Provide administrative support to the Return to Work team, including preparing correspondence, maintaining records, and supporting compliance with workers compensation legislation.
- Administer the injury management system (Quick Claim), including accurate file setup and data entry.
- Process payments, calculate PIAWE and make-up pay, and liaise with Payroll to ensure accurate and timely transactions.
- Maintain and update injury management databases, ensuring data integrity for reporting and audit purposes.
- Compile statistical reports and support data analysis for injury, claims, and WHS outcomes.
- Coordinate the uploading of WHS training completion data and assist with training bookings.
- Assist in formatting and updating WHS documentation such as procedures, posters, and communications.
- Support the upkeep of the WHS intranet page and internal document repositories.
- Assist with chemical management database maintenance.

Communication and Teamwork

- Act as the first point of contact for Return to Work and WorkCover enquiries via phone and email.

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- Respond to routine queries and escalate complex matters to the appropriate WHS or Return to Work staff.
- Liaise with treatment providers, claims agents, and other stakeholders to coordinate appointments and documentation.
- Collaborate with WHS and People Culture and Wellbeing teams to support service delivery and improvement projects.
- Participate actively in team meetings, focus groups, and projects to support continuous improvement in People Culture and Wellbeing.
- Assist in preparing workforce and audit reports as required by the team.

Customer Service and Support

- Deliver professional and friendly customer service to staff and stakeholders engaging with the Return to Work and WHS functions.
- Triage and forward incoming calls, messages, and emails as appropriate.
- Support the collation of legal documentation and assist with low-risk claims management under supervision.
- Coordinate and process invoices for WHS-related services and providers.

Other Responsibilities

- Participate in accreditation and quality improvement activities related to WHS.
- Support other projects and initiatives as directed by the WHS Manager or relevant leadership.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential Criteria

- Demonstrated experience in an administrative, payroll, WorkCover or similar support role.
- High-level administrative and organisational skills with the ability to prioritise tasks effectively.
- Proactive team player with a customer-focused approach and ability to work in a fast-paced environment.
- Excellent computer literacy, including advanced proficiency in Microsoft Office applications (Word, Excel, Outlook).
- Strong verbal and written communication skills, with the ability to work independently and collaboratively.
- High attention to detail and commitment to maintaining accurate records.
- Strong numerical skills with the ability to identify and correct errors in financial data.
- Ability to maintain confidentiality and manage sensitive information appropriately.
- Demonstrated willingness to learn and engage in ongoing professional development.
- Basic understanding of WorkCover and Occupational Health and Safety (OHS) legislation.

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Desirable Criteria

- Prior experience in a WorkCover administrative role, ideally within the health sector.
- Experience using payroll and WorkCover systems or databases (e.g., Quick Claim).
- Understanding of relevant legislation, industrial awards, and agreements relating to WorkCover and OHS.

Attributes

- Demonstrates the values of the Women's—courage, passion, discovery, and respect.
- Values a collaborative and consultative approach when working with colleagues.
- Creative in delivering WHS communications that effectively engage staff.
- Displays a flexible, “can-do” attitude toward changing priorities.
- Strong interpersonal, communication, and organisational skills.
- Demonstrated customer service orientation and effective conflict resolution skills.
- Proven problem-solving skills and the ability to think critically.
- Ability to manage competing priorities while maintaining quality outcomes.
- Excellent time management skills and the ability to meet deadlines.

Organisational relationships

Internal

- Managers, staff, volunteers, tenants, contractors and sub-contractors
- Finance team
- Payroll team

External

- WorkSafe Victoria
- WorkCover agent
- Training providers

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Rare
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Rare
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged / Constant
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Occasional
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed Date: May 2023

Developed by: Workplace Health & Safety Manager

Date of next Review: May 2026

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