Manager - Health, Safety, Wellbeing and Quality Systems

The RFDS Mission

Providing excellence in aero-medical and primary health care across Australia.

What’s the Role?

The Manager Health, Safety, Wellbeing and Quality Systems is responsible for leading, facilitating and implementing the organisation’s Safety Management System (SMS), Quality Management System (QMS), Risk Management framework and Wellness Program. This role also provides specialist advice, guidance and leadership to all staff and applicable contractors; and monitors and reports on the Safety and Quality Management Systems in line with the organisation’s strategic goals.

<table>
<thead>
<tr>
<th>Team</th>
<th>People and Culture</th>
<th>Direct Reports</th>
<th>One</th>
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<tbody>
<tr>
<td>Reports To</td>
<td>EGM P&amp;C</td>
<td>Manager Once Removed</td>
<td>CEO</td>
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<thead>
<tr>
<th>Location</th>
<th>Section</th>
<th>Central Operations</th>
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What’s Expected of the Role?

‘The What’

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Work</th>
<th>Key Metrics</th>
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</table>
| 1. Health and Safety | - Implement a strategy and action plan for improving safety performance through the development of HSW policies, plans, programs, and systems to meet organisational objectives;  
- Oversee the Safety Management Systems including policies, procedures manuals and practices and electronic reporting platforms;  
- Maintain HSW metrics and data, management systems, and undertake reporting requirements;  
- Work with RTW coordinators to ensure injury management, WorkCover and return to work programs are managed effectively;  
- Investigate and report on incidents and near misses, identify actions and make appropriate recommendations for improvements;  
- Develop and implement HSW improvement projects that align with the organisational safety strategy and promote a safety culture across the workforce; | - A HSW plan that supports the aims and culture of the organisation is developed and implemented with measures for success.  
- An audit plan is developed and implemented following appropriate consultation.  
- Regular reports are provided to the ELT on HSW trends, issues and areas for improvement.  
- A management dashboard is developed for ELT and Board reporting.  
- Measures are introduced to ensure staff consultation and participation in achieving HSW goals.  
- Training needs are identified and programs are in place to... |
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<td></td>
<td>▪ Identify risks, develop and implement risk mitigation strategies and monitor outcomes; ▪ Keep up to date with legislative changes, reviewing and improving policies and procedures as required; ▪ Undertake safety audits and coordinate third-party audits as required; ▪ Coordinate and develop relevant HSW training activities to ensure training and education obligations are met in accordance with legislation and industry standards; ▪ Monitor and continually improve policies and procedures to ensure they are effective and compliant to corporate and legislative requirements</td>
<td>meet compliance and development needs.</td>
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<tr>
<td>2. Quality and Risk Management</td>
<td>▪ Work closely with internal and external stakeholders to establish, implement, review and promote quality and continuous improvement systems; ▪ Manage and ensure regulatory and legal compliance with relevant industry requirements; ▪ Maintain effective communication and relationships with all regulatory, legislative and certification bodies on matters concerning compliance; ▪ Maintain the effectiveness and compliance of the Quality Management System; ▪ Manage the continuous improvement program throughout the organisation; ▪ Establish and maintain an effective audit program; ▪ Establish and maintain a quality awareness program; ▪ Manage the implementation of an effective control process for quality documents; ▪ Develop and implement quality plans as projects dictate; ▪ Manage customer feedback, complaints and compliments processes; ▪ Coordinate the provision of a management review process, providing a means of monitoring and analysing the status of the Quality Management System; ▪ Take a leadership role in risk management to develop and implement appropriate risk management policies, procedures and systems; ▪ Promote an understanding of risk management, including delivery of risk management training, as appropriate; ▪ Establish and participate in relevant Safety, Quality and Risk Committees.</td>
<td>▪ A Quality and Risk plan that supports the aims and culture of the organisation is developed and implemented with measures for success. ▪ An audit plan is developed and implemented following appropriate consultation. ▪ Regular reports are provided to the ELT on quality and risk trends, issues and areas for improvement. ▪ A management dashboard is developed for ELT and Board reporting. ▪ Measures are introduced to ensure staff consultation and participation in achieving quality and risk goals. ▪ Training needs are identified, and programs are in place to meet compliance and development needs.</td>
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<td>3. Wellbeing Program</td>
<td>Collaboratively develop and implement a wellbeing program that will promote a wellness culture; Contribute to the development of strategic initiatives that support the health and wellbeing of our employees; Manage the implementation of health and wellbeing initiatives by taking a project management approach that improves health and safety outcomes; Manage service provider contracts and delivery support responses associated with outsourced health and injury management services.</td>
<td>A Wellbeing Program that supports the aims and culture of the organisation is developed and implemented with measures for success.</td>
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<tr>
<td>4. People Leadership</td>
<td>Build a sense of shared purpose and direction to promote alignment to the organisation’s goals; Collaboratively set challenging goals and high standards of performance; Create an atmosphere of trust and respect between self and others; Promote accountability within the work group for adhering to the standards and values of the organisation; Foster a culture where people feel valued and respected; Provide honest, helpful feedback to others on their performance; Support the development and growth of others and encourage staff to take an active role in their own development; Coach, guide and mentor staff to fulfill and develop their capabilities.</td>
<td>Regular and ongoing communication with staff to establish and review goals and provide feedback. Staff are developed, talent identified, and appropriate succession plans are in place. Staff are empowered to perform their role and hold them accountable for outcomes. Staff are client-focused and understand how their role contributes to the organisation’s success.</td>
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<tr>
<td>5. Professional Behaviour and Self-Development</td>
<td>Build collaborative working relationships with internal and external stakeholders. Proactively anticipate customer needs where possible. Manage work with a continual focus on the impact of decisions and actions on customers/stakeholders. Continually develop in the areas of technical ability, leadership ability and self-awareness, to continue to meet the needs of the organisation. Model professional conduct according to the organisation’s values and Code of Conduct.</td>
<td>Champions the organisation’s vision, values and goals. Hold self and others to high standards of conduct and performance. Self-aware, always learning and seeking to continually improve. Represent the organisation professionally at all times.</td>
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What’s Expected of the Role?
‘The How’

The behaviour of the Manager Health, Safety, Wellbeing and Quality Systems is to always be in line with the RFDS CO Behavioural Guide. This includes the RFDS Values and Behaviours outlined below.

<table>
<thead>
<tr>
<th>Values</th>
<th>Care &amp; Respect</th>
<th>Reliable &amp; Dependable</th>
<th>Safety &amp; Quality</th>
<th>Socially &amp; Ethically Responsible</th>
<th>Collaboration</th>
<th>Innovation</th>
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<tbody>
<tr>
<td>Behaviours</td>
<td>Understanding</td>
<td>Personal effectiveness</td>
<td>Safety orientation</td>
<td>Commitment</td>
<td>Communication</td>
<td>Strategic vision</td>
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<tr>
<td>bringing values to life</td>
<td>Genuine relationships</td>
<td>Analysis &amp; problem solving</td>
<td>Continuous improvement</td>
<td>Valuing diversity</td>
<td>Leading by example</td>
<td>Embracing change</td>
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Capabilities

Qualifications

**Essential**
- Relevant tertiary qualifications and / or relevant professional experience in health and safety, risk management or staff health and wellbeing management.
- Relevant qualification/s in Quality Management Systems and internal and external auditing.

**Desirable**
- Certificate IV in Workplace Training and Assessment.
- ICAM (or equivalent) trained.

Experience

- Extensive experience in health, safety, quality and risk management and internal and external auditing;
- Demonstrated experience in implementing health and safety, quality and risk management systems, and providing advice to managers and staff with regard to best practice;
- Proven experience in the research, analysis and development of high-level detailed reports with recommendations relating health, safety, quality and risk;
- Experience leading, coaching and developing people;
- Strong experience in process mapping, system development and drafting workplace operational processes, procedures and work instructions;
- Demonstrated experience and ability to audit, record, review and update management plans;
Knowledge and Skills

▪ Excellent leadership skills and proven ability to lead initiatives and develop staff, including developing and maintaining a commitment to overall strategic directions and operational objectives.
▪ Excellent research, analytical and problem-solving skills with high level of numeracy and lateral thinking and skills;
▪ Effective written and oral communication skills with high level attention to detail and accuracy;
▪ Proven skills in problem solving, negotiating, developing and managing cooperative relationships, and successfully resolving issues through constructive communication;
▪ Ability to translate strategy into operation plans with appropriate performance measures;
▪ Leading, motivating and influencing others to take the initiative, work towards a common purpose, accomplish tasks, and achieve organisational objectives;
▪ Preparedness to undertake training, domestic and regional travel as required.

Professional Qualities

▪ Builds successful relationships by communicating effectively with the ability to influence and negotiate;
▪ Is committed to customer service, internally and externally;
▪ Enthusiastic, energetic with a positive and motivated approach to work;
▪ Displays a courteous and professional manner at all times;
▪ Able to work both independently and within a flexible team environment;
▪ Thinks creatively and strategically to contribute to the realisation of organisational goals;
▪ Willingness and ability to demonstrate initiative and accept responsibility.

Desirable

▪ Experience in healthcare or aviation industry;
▪ Experience working in, or providing support to workers in rural and remote areas.

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<tr>
<th>Internal</th>
<th>External</th>
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<tbody>
<tr>
<td>Executive General Manager People and Culture and broader People and Culture Team</td>
<td>Contractors and Sub-Contractors</td>
</tr>
<tr>
<td>▪ Principal Advisor Aviation, Safety, Quality and Compliance.</td>
<td>Relevant Government and non-Government organisations</td>
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<tr>
<td>▪ Principal Advisor Clinical, Safety, Quality and Risk</td>
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<tr>
<td>RFDS CO Leadership Teams (ELT, SLT and LT)</td>
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<tr>
<td>RFDS Staff</td>
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<td>RFDS Board</td>
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<td>RFDS Federation and sections</td>
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Special Note:

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.