

Role Description

Senior Advisor – Psychosocial Health Safety and Wellbeing



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources (Health, Safety and Wellbeing)
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223111
PCAT Code	122492
Date of Approval	12 June 2025
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under *the Legal Aid Commission Act 1979* as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Legal Aid NSW is committed to providing culturally safe workplaces, actively engaging in culturally safe practices and to delivering culturally safe services to Aboriginal people and communities. Legal Aid NSW strives to be an organisation where Aboriginal people want to work, where we value Aboriginal voices and culture.

Primary purpose of the role

The Senior Advisor - Psychosocial Health Safety and Wellbeing, is pivotal in promoting a safe, healthy, and supportive workplace culture at Legal Aid NSW. This role supports the Manager Health Safety and Wellbeing by overseeing the development, implementation and evaluation of WHS projects, with an emphasis on psychosocial, wellbeing and mental health related initiatives. It ensures compliance with relevant legal and regulatory requirements, while driving continuous improvement in health, safety and wellbeing outcomes.

Key accountabilities

- Lead and facilitate appropriate initiatives and programs to support and promote mental health and wellbeing.
- Provide strategic and practical advice to increase capability and support the application of evidence-informed, proactive and responsive mental health and wellbeing practices.
- Review and contribute to the development and delivery of SHW strategy with regards to psychosocial health, mental health and wellbeing.
- Provide coaching and strategic advice to managers and employees to positively influence organisational culture, influence psychosocial wellbeing, and address mental health and wellbeing issues.
- Provide support to WHS Advisors, where required, in assessing complex mental health-related workplace incident reports, and contribute to the development of effective hazard and risk management strategies aimed at mitigating the risk of ongoing injury or illness
- Conduct and participate in audits, workplace inspections, incident investigations, risk assessments, training initiatives and other safety-related functions, as required.
- Develop training materials and facilitate workshops for managers and employees on psychosocial risks, mental health and wellbeing.
- Work autonomously and/or as part of a team demonstrating proactive and excellent organisational and communication skills with a strong focus on stakeholder engagement in a large, diverse organisation.

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Coordinating and delivering multiple complex and interconnected projects simultaneously while meeting deadlines, standards and budget constraints.
- As subject matter expert in psychosocial health, safety and wellbeing developing strategies as well as leading the project.

Key relationships

Who	Why
Internal	
Manager Health, Safety and Wellbeing	<ul style="list-style-type: none">• Receive guidance and provide regular updates on key projects, issues and priorities• Provide advice and contribute to decision making• Identify emerging issues/risks and their implications and propose solutions• Obtain strategic direction and guidance on sensitive matters and provide regular updates, advice, information and recommendations on WHS matters, projects and priorities.
Staff / Project team	<ul style="list-style-type: none">• Guide, support, coach and mentor team members

	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving team outcomes • Guide and manage performance and development
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice, information and recommendations on WHS matters, projects and priorities • Report and provide updates on project progress • Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation
External	
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on project related matters • Report and provide updates on project progress • Engage and consult in the resolution of project issues
External agencies and stakeholders	<ul style="list-style-type: none"> • Identify opportunities to improve WHS programs and initiatives. Engage and monitor the performance of consultants and contractors
Union	<ul style="list-style-type: none"> • Consult on WHS matters and provide advice where necessary

Role dimensions

Decision Making

The role operates with a high level of autonomy in respect to their day-to-day work priorities. The role provides advice to and escalates issues to the Manager Health, Safety and Wellbeing.

The role makes decisions on matters under their direct control and has autonomy in managing the work of the any direct reports.

The role has discretion in managing initiatives to deliver Psychosocial Health Safety and Wellbeing strategic priorities, WHS projects and Injury Management services, and defers to the manager on more sensitive or complex matters or those with political ramifications.

Reporting line

Manager Health, Safety and Wellbeing

Direct Reports

NI

Budget/Expenditure

Nil

Key knowledge and capabilities

- Expertise in psychosocial risk management with strong knowledge of psychosocial risk regulations, contemporary frameworks on psychological health and safety, and best practices in workplace mental health and wellbeing

- Strategic and analytical thinking with a demonstrated ability to apply organisational psychology principles, interpret complex data and develop evidence-based interventions to address systemic workplace mental health challenges
- Experience in designing, implementing, and evaluating workplace mental health and wellbeing programs, ensuring continuous improvement and measurable impact
- Well-developed interpersonal, communication, and negotiation skills to coach leaders, collaborate with stakeholders, and drive organisational change
- Demonstrated ability to lead psychosocial risk assessments, contribute to policy design, and develop systemic interventions that address workplace mental health risks
- Strong project management skills with experience in delivering complex programs and collaborating effectively with internal and external stakeholders
- Excellent written and presentation skills with an ability to translate complex, technical concepts in a way that is easily understood by diverse audiences.
- Knowledge of the general business of Legal Aid and a commitment to our vision and values

Essential requirements

- Tertiary qualifications in a relevant field such as Organisational Psychology will be highly regarded, and/or at least 5 years of demonstrated equivalent knowledge, skills and experience.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities




Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities


Capability group/sets	Capability name	Behavioural indicators	Level
-----------------------	-----------------	------------------------	-------










 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate


	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate

	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept

Capability Group	Capability Name	Level
	Workforce Strategy	Not applicable
	Organisational Design	Not applicable
	Talent Management	Not applicable
	Organisational Culture	Level 2
	Workforce Relations	Not applicable
	Workforce Insights	Level 2
	Employee Services	Not applicable