

1. General Information

Position Title:	Group Health, Safety and Wellbeing Systems Manager
Division/Department:	People & Culture
Position Reports to:	Group Health, Safety and Wellbeing Director
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Pelaco and ability to travel to all locations
Employment Status:	Full time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Not Applicable
Key Relationships - internal and external	<p>Internal:</p> <ul style="list-style-type: none"> Health, Safety & Wellbeing Team Broader P&C Team Executives and key internal stakeholders <p>External:</p> <ul style="list-style-type: none"> External Providers/Consultants and WorkSafe Victoria

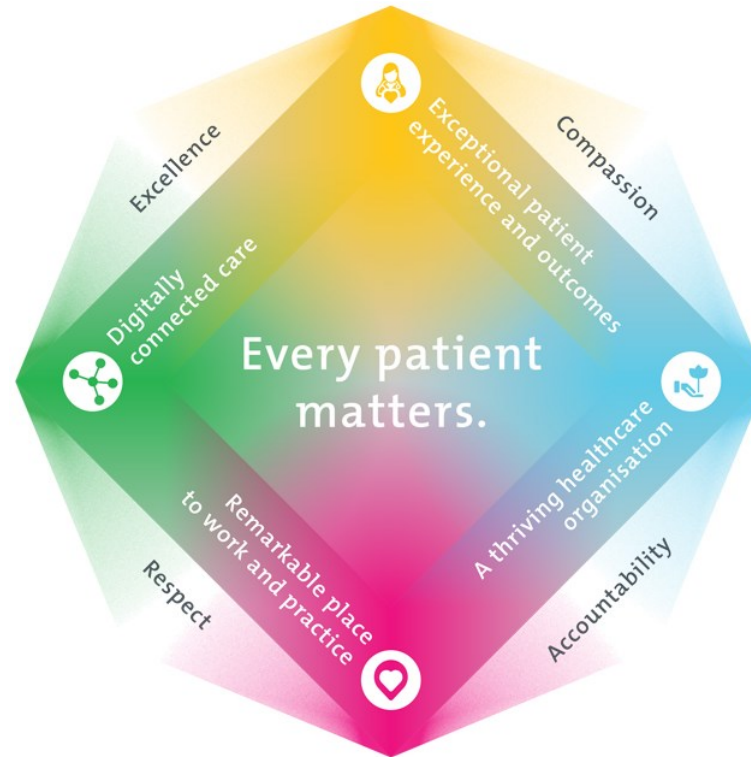
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters. Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Group Health, Safety, and Wellbeing Systems Manager is a strategic leadership role that ensures compliance with health, safety, and wellbeing governance across the organisation. This position plays a critical role in integrating legal expertise into workplace safety, ensuring adherence to occupational health and safety laws, regulatory frameworks, and best practices while driving continuous improvement in the Health, Safety and Wellbeing Management Systems processes.

This role addresses the currently fragmented approach to the Health, Safety, and Wellbeing Management System, establishing a cohesive system that strengthens compliance and cultivates a proactive safety culture. It is responsible to continually strive to make the Health, Safety, and Wellbeing Management Systems clearer and simpler, reducing the burden of compliance and administration for the organisation and the Health, Safety and Wellbeing Team.

Leveraging a Bachelor's degree in Law and Certificate IV in Occupational Health & Safety, the role will ensure legal alignment, oversee safety system audits, assists in legal proceedings related to workplace safety cases, regulatory enforcement actions and workers' compensation disputes. It also ensures evidence meets court standards and coordinates documentation for common law claims. Acting as a central point for occupational health and safety governance, the position will support compliance reporting, standardisation of policies, and integration of safety risk management into the organisation's broader framework.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Legal Compliance & Regulatory Oversight</p> <p>Oversee and manage the Health, Safety and Wellbeing Management System to ensure compliance and operational efficiency.</p> <p>Monitor, review, and ensure adherence to Occupational Health and Safety Victoria Act, regulations, standards, and industry best practices.</p> <p>Interpret and apply legal principles related to workplace safety and risk management, ensuring adherence to statutory obligations.</p> <p>Support the preparation of documentation for regulatory audits, inspections, and workplace safety strategic reviews.</p> <p>Supports the Group Injury Manager with legal evidence gathering, ensuring proper collection and documentation of evidence to support common law claims.</p> <p>Ensures evidence meets legal admissibility standards for submission in Victorian courts, including the Common Law Division of the County and Supreme Courts.</p>	<ul style="list-style-type: none"> • Compliance Rate: 100% of policies, procedures, and records meeting compliance requirements. • Policy Standardisation Completion: transfer the Health, Safety and Wellbeing documentation into Teams filing system.
<p>Audit & Risk Management Oversight</p> <p>Develop, implement, and oversee the audit program which includes internal audits (including high risk work audits), external audits, ISO certification evaluations and Occupational Health and Safety compliance assessments/strategic review by WorkSafe Victoria.</p> <p>Lead the integration of safety and legal compliance within the CAMMS Risk Register, supporting enhanced risk management practices.</p> <p>Support the reporting mechanisms for Health, Safety, and Wellbeing trends, ensuring visibility into risk areas and legal implications.</p> <p>Manage the transition of workplace inspections to an electronic system and facilitate the ongoing reporting process.</p>	<ul style="list-style-type: none"> • Audit Completion Rate: 80% of scheduled internal/external audits successfully conducted. • Risk Register Update Frequency: 100% of risk entries updated within designated timeframes.

<p>Strategic Leadership & Systems Management</p> <p>Partner with the Quality Systems Administrator to provide support with the management of the Occupational Health and Safety incident reporting components of Riskman, including the generation of report templates and data.</p> <p>Support HSW Business Partners/Manager with site HSW consultation processes to ensure safety frameworks align with legal mandates, operational objectives and streamline monthly reporting through enhanced systems.</p> <p>Draft concise and legally sound briefs for the board and sub-boards, providing updates on workplace safety laws, compliance risks, incident reports, and policy recommendations.</p> <p>Oversee the organisation, maintenance, and continuous improvement of all Health, Safety, and Wellbeing documentation within Prompt and the dedicated Intranet page.</p> <p>Develop and standardise policies, protocols, procedures, safe work practices, tools, forms, guides and record keeping practices in alignment with statutory obligations to streamline operations across the organisation.</p> <p>Consult with the HSW Business Partners/Manager on all draft HSW documentation and maintain the document registers within the HSW Teams group folders.</p>	<ul style="list-style-type: none"> • Health, Safety and Wellbeing Management System Integration: Extent to which the management system is adopted across all business units (measured via surveys or compliance tracking). • Consultation Effectiveness: 80% of completed consultation processes ensuring legal and operational alignment. • 100% of documents reviewed and updated within established review cycles on Prompt.
<p>Stakeholder Engagement & Operational Support</p> <p>Draft documentation on all significant incidents, including incident deep dives and safety alerts, in consultation with the Executive General Managers and HSW Team.</p> <p>Facilitate ongoing training and education for employees on Occupational Health and Safety legislation, risk management, and compliance strategies.</p> <p>Collaborate with executives and key internal stakeholders to integrate safety compliance initiatives across all levels, driving continuous improvement and foster a mature safety culture.</p>	<ul style="list-style-type: none"> • Health Safety and Wellbeing reports/papers Timeliness: 100% of reports/papers drafted on time. • Stakeholder Engagement Score: Satisfaction rating from executives and employees on system integration effectiveness. • Incident Report Turnaround Time: Average time taken to draft and submit documentation on critical safety events. • Legal Advisory Efficiency: 100% of policies reviewed and revised to align with new safety legislation.

<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours

<p>trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Bachelor Degree or higher in Law • Minimum Cert IV Occupational Health & Safety <p>Desirable</p> <ul style="list-style-type: none"> • Auditing qualifications
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in the implementation and management of Safety Management Systems, such as ISO 45001 or self-insurance frameworks. • Proven experience in organisational wide transformation in health and safety systems in a medium size multisite organization • Proven experience in project management including the ability to lead, manage & influence other members of the business
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Comprehensive knowledge of relevant Victorian OHS legislation, Codes of Practice and standards • Ability to apply statutory obligations in workplace safety and governance. • Contractual & Regulatory Compliance: skilled in policy development, legal documentation, and audit preparation. • Highly developed written and verbal communication skills with an ability to prepare management/Board reports and other WHS documentation. • Experience with auditing, assurance and compliance, as well as risk management principles. • Strong interpersonal skills including an ability to engage appropriately with staff at all levels of the organisation resulting in cultural change where OHS responsibilities become an integral part of managing a business

Position Description



	<ul style="list-style-type: none"> Strong knowledge of Workplace Health and Safety and the ability to consult and deliver results in a highly regulated, complex, & multi-site environment <p>Desirable</p> <ul style="list-style-type: none"> Strong leadership skills with demonstrated successful change leadership/management experience
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> Compassion Accountability Respect Excellence 	<p>Essential</p> <ul style="list-style-type: none"> Ability to think from fact, with human context, and be outcomes focused in approach, especially when the context may not be clear Strategic thinking and capacity to drive organisational-wide transformation in safety governance. Team player and key influencing style, coming from relationship and with a strong bias for action/achievement. Capacity to travel across multiple sites as required. Commitment to continuous learning and professional development in workplace safety and legal compliance

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____