POSITION DESCRIPTION

Directorate: Education

Division: Service Design & Delivery

Business Unit: Complex Behaviour Support & WHS Branch

Position Title: Incident Triage Officer

Position Number: 58048

Classification: ASO5

Location: HBCTL, Stirling

Last Reviewed: 24 February 2025

DIRECTORATE OVERVIEW

The Education Directorate is one of nine ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include the provision of public-school education, regulation of education and care services, registration of non-government schools and home education.

What is important to us: We are an education system that empowers our young people to thrive in ways that foster a democratic, equitable, diverse and prosperous society.

Our Mission: We develop and deliver educational services to empower each young person in the ACT to learn for life.

Our Vision: to be a leading learning organisation where people know they matter. Our Directorate values of respect, integrity, collaboration, and innovation reflect the employee values of the ACT Public Service.

The ACT public education system continues to expand with over 50,000 students attending 91 public schools, comprising:

- 53 preschool to year 6 schools (including two Koori preschools);
- 11 year 7 to 10 high schools;
- eight year 11 and 12 secondary colleges;
- five early childhood schools (preschool to year 2 including one Koori);
- four specialist schools;
- ten preschool to year 10 schools (including two Koori preschool).

The Directorate also has responsibility for the planning and coordination of early childhood education and care services for the ACT.

The Directorate is structured around five groups: School Improvement; System Policy and Reform; Business Services; Safe at School and Service Design and Delivery. The Directorate employs over

8,000 staff including over 4,700 school teachers and leaders.

The Directorate operates within a 'One ACT Government' framework to facilitate the implementation of whole-of-government priorities and initiatives. The ACT Government's vision for the Territory is embodied in the following strategic themes – quality health care; a fair and safe community; excellent education, quality teaching and skills development; a strong dynamic economy; a vibrant city and great neighbourhoods; a sustainable future; and high-quality services.

DIVISION OVERVIEW

The major responsibilities of the Service Design and Delivery Division are:

- to deliver high quality education services to the Canberra community
- to develop and deliver system-wide strategies to improve teaching policy and practice
- the wellbeing of over 50,000 students, including the development and delivery of student engagement services.
- the delivery of support services to schools to assist with access to education for students with challenging behaviours and complex needs, students alienated from schooling, and school aged attendees of Bimberi Youth Justice Centre.
- to ensure the Directorate's engagement with digital transformation and alignment to the ACT Government's Digital Canberra Concept and resulting business innovation across the Directorate.
- ensuring cross-sectoral leadership of policy development and implementation of the Australian Curriculum for Kindergarten to Year 10, including assessment and reporting.
- providing executive guidance of the development and delivery of school improvement programs and interventions for all 91 ACT public schools utilising the national school improvement tool as the core framework; and
- engaging with key stakeholders and other government agencies to improve the efficacy of the ACT public education system to deliver high quality education outcomes for all school and students.

BUSINESS UNIT OVERVIEW

The Complex Behaviour Support and WHS Branch works with schools to improve student safety, engagement and learning outcomes by strengthening school capacity in using evidence based universal strategies for all students and selected and targeted supports for individual students demonstrating complex and challenging behaviours.

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Wellbeing Incident Reporting Officer will support the administrative duties relating to the Early Intervention and Wellbeing (EIAW) team and its ongoing development. The officer will be required to apply and interpret the EIAW staff triage matrix and accurately report each incident from the incident management system (Safety Portal). The position requires attention to detail, the ability to work under time pressures and to work both collaboratively and independently.

With this as your focus, the Wellbeing Incident Reporting Officer will:

- Examine and report on incoming incident reports and apply the staff triage matrix as appropriate.
- Prepare and refer Early Intervention Physiotherapy referrals to the Injury Management team of Chief Minister, Treasury and Economic Development Directorate.
- Monitor the EIAW team inbox and hotline and assess incoming enquiries for appropriate dissemination to a team member.
- Assist with ongoing operational demands of the EIAW team activities and support the team with a proactive and reactive approach as appropriate.
- Seek to continually improve systems and strategies relating work health and safety, early intervention and wellbeing

SKILLS AND EXPERIENCE

- Demonstrated Work Health Safety and/or Injury Management experience and knowledge specific to mental health and wellbeing.
- Demonstrated ability to effectively use work health and safety systems, Microsoft office and TRIM.
- The ability to work in partnership with other teams and business units to create appropriate approaches to address psychological and wellbeing concerns and initiatives.
-
- Ability to communicate, influence and negotiate effectively as well as providing guidance to the team and external stakeholders.
- Ability to communicate effectively via a range of forums, including drafting of correspondence in response to incoming enquiries for review.
- Experience in psychological risk identification is highly regarded.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated experience in a WHS or injury management role with an emphasis on mental health and wellbeing.
2. Demonstrated ability to effectively use work health and safety systems, Microsoft Office and TRIM.

3. Ability to communicate effectively both via oral and written correspondence.

4. Demonstrated ability to work under limited direction within a team and to plan own workload, set priorities, meet deadlines, be accountable and to manage complex and competing priorities.

5. Ability to apply the principles and practices of equity and diversity, work health and safety, and participative management.

How to Apply

Please submit a response to the selection criteria (maximum 2 pages), a current CV/resume and contact details for 2 referees.

Applications should be submitted via the Apply Now button below.

Note:

- A merit pool will be established from this selection process and may be used to fill identical vacancies on a permanent or temporary basis over the next 12 months.
- Applicants may be selected on written applications and referee reports only.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director of Data, Information and Process Management and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never