

POSITION DESCRIPTION

Position Title: Workplace Health & Safety Manager

Responsible to: Human Resources Director

Direct Reports: Nil

Position Purpose

The Workplace Health & Safety Manager (WHS Manager) is responsible for leading and coordinating Brisbane Housing Company's work health and safety (WHS) function, ensuring compliance with Queensland legislation and fostering a proactive safety culture. This stand-alone role provides expert advice, drives continuous improvement, and supports the organisation in managing physical and psychosocial risks across the office and field, and construction sites as required by the Head of Development. Reporting to the HR Director, the WHS Manager plays a key role in embedding safety into operational practices, systems, and strategic initiatives.

Key areas of responsibility are detailed in the sections below.

As a manager within the organisation, the WHS Manager will be expected to act as a role model for BHC's values and provide visible and high-quality safety leadership to all staff.

Company Context

BHC is an independent, not-for-profit developer, owner and manager of affordable and community housing. We provide affordable housing to vulnerable members of the community and have a strong growth mindset – we like to push the envelope and are working to significantly grow the provision of affordable housing to meet the real community need. We are a purpose-driven team committed to creating real, lasting impact through safe, affordable, and high-quality housing. The success of BHC has been largely due to the organisation's ability to build relationships, source funding, strike entrepreneurial deals, create beautiful homes and deliver outcomes for communities.

BHC's Vision is, "Creating homes, empowering lives, enabling transformation" and Mission, "to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies".

BHC's core values are:

- Making a difference
- Working with integrity
- Supporting each other
- Working safely
- Our differences



- Being accountable and delivering quality
- Celebrating achievements

We believe that everyone deserves a place to call home – and a home is not just a roof over their head, but a foundation for stability, dignity, and opportunity. This belief is at the core of everything we do. It guides how we design our homes, how we support our residents, and how we work together as a team.

Key Result Areas

- Partnership with senior leadership to ensure that BHC's safety management system is compliant with all WHS legislation and codes (Work Health and Safety Act 2011 (Qld), Regulations and Codes of Practice) applicable to Queensland.
- Effective collaboration within direct and across teams to embed safety into operational planning, project delivery, and emergency preparedness.
- Proactive safety leadership and expert WHS advice across the organisation, supporting managers and staff in risk management and safe work practices.
- Driving continuous improvement in safety performance through effective monitoring, reporting, and implementation of targeted initiatives.
- Leading and supporting WHS consultation, training, and communication to foster a culture of safety and open reporting.
- Effective implementation and administration of WHS systems and tools (e.g. Riskware), ensuring accurate reporting and data-driven decision-making.
- Maintain well-documented, efficient, and auditable safety processes aligned with organisational strategy and governance requirements.

Main Responsibilities

WHS Strategy & Compliance

- **WHS Strategy and Planning**

In consultation with the HR Director and senior leadership team, help set the strategic direction for safety at BHC and drive forward the delivery of agreed objectives.

Identify key WHS objectives and performance indicators (suitable to the scale of the business) and develop recommendations and action plans to achieve continuous improvement in safety outcomes, aligned to standards such as ISO 45001 (Occupational Health & Safety Management Systems) and ISO 45003 (Psychological health and safety at work – Guidelines for managing psychosocial risks).

- **Ensure/drive Legislative Compliance**

Maintain up-to-date knowledge of WHS legislation and codes (Work Health and Safety Act 2011 (Qld), Regulations and Codes of Practice) applicable to Queensland.

Advise the Executive and workers on their WHS duties, ensuring BHC's operations comply with all legal requirements and *so far as is reasonably practicable* safety standards. This includes preparing or assisting with any mandatory WHS reports or notifications (e.g. reporting notifiable incidents to Workplace Health and Safety Queensland (WHSQ) within

required timeframes).

- **Policies and Procedures**

In collaboration with BHC's Policy Officer and HRD lead the development, review, and implementation of BHC's WHS policies and procedures in consultation with internal stakeholders (including workers and WHS Committee), ensuring ongoing alignment to current legislation and best practice.

Ensure WHS policies are approved and communicated effectively to all staff.

Risk Management and Hazard Control (physical and psychosocial)

- **Risk Identification and Assessment**

Proactively identify (and educate/work with managers and workers to identify) hazards across all BHC workplaces.

Conduct/ensure regular workplace inspections and WHS audits to assess risks, including physical hazards (e.g. slips, trips, manual handling, maintenance risks) and monitoring of psychosocial hazards (e.g. aggression from clients, work-related design).

Use structured risk assessment tools and the hierarchy of controls to evaluate and mitigate risks, ensuring that effective control measures are implemented (e.g. engineering controls, safe work procedures, PPE).

- **Compliance Audits and Inspections**

Plan and carry out regular WHS audits/compliance checks (internal, and assist with any external audits) to verify that safety procedures are being followed. Example activities include checking first aid kits and safety equipment, inspecting fire safety measures, if directed reviewing contractor safety compliance on project sites (as agreed with the Head of Development), and ensuring all locations have up-to-date risk assessments. Provide audit reports and recommendations to management for any improvements needed.

- **Incident Investigation & Corrective Actions**

Lead investigations into significant incidents or near misses to determine root causes. Work with managers to develop appropriate corrective and preventative actions.

Ensure that serious incidents (including any notifiable incidents) are escalated to senior management and regulatory bodies as required.

Maintain an incident register and ensure that learnings from incidents are documented and communicated.

Systems and Compliance Frameworks

- **Incident and Hazard Reporting System**

Oversee BHC's incident and hazard reporting system(s).

With the rollout of Riskware, ensure all staff are trained and know how to report incidents, near misses, and identified hazards in the system.

Monitor and administer the Riskware platform to ensure reports are entered promptly and accurately; review incident entries, and track that follow-up actions are assigned and completed.

- Leverage Riskware's analytics and reports to identify trends (e.g. recurring incident types or high-risk areas) and provide insights for risk prevention.
- Develop (as required) and exercise ownership for maintaining the WHS SharePoint sites and intranet pages.

Safety Training and Communication

- **Staff training and Inductions**

In collaboration with the HR team, develop or source and deliver/ensure the delivery of WHS training for BHC staff and contractors (e.g. Caretakers), as required.

For example, general safety inductions for new employees; training and refresher training for frontline staff on de-escalation and vicarious trauma, and specific training on topics such as manual handling; use of personal protective equipment (PPE); incident reporting protocols; emergency evacuation; psychosocial obligations and any new safety initiatives.

Ensure that all staff complete annual Fire Evacuation & First Response Training / Warden training where applicable.

Track and maintain a training schedule and records to ensure compliance and competency.

WHS Committee, HSR's and Consultation

- Champion worker consultation on safety matters.
- Support the BHC WHS Committee and Chair, including attending and supporting meetings and contributing to ensuring (alongside the Chair) that minutes and actions are documented and communicated.
- Promote a culture of open reporting and continual safety dialogue, where staff feel empowered to raise concerns and ideas.

- **HSR's**

Ensure that BHC remains compliant with HSR nomination and election requirements.

Coordinate HSR training (through external providers), where required.

Maintain / refresh the *HSR and Safety Champions Duty Statement* and *WHS Consultation and Communication Procedure*.

Safety Communication and Engagement

- Provide clear and regular communication to all staff about safety.
For example, may include issuing safety communications (lessons learned from incidents, changes in procedures), leading event planning, updating content on BHC's intranet / noticeboards, and recognising good safety practices. Engage with staff at team meetings or toolbox talks to reinforce safety awareness.
- Ensure front-line staff receive guidance on dealing with challenging situations (e.g. managing aggressive behaviour or visiting tenants' homes safely) in line with BHC policies and WorkSafe guidelines.

Operational Safety Support

- **Expert WHS Advice**

Provide subject matter expertise for all WHS matters in the organisation. Provide timely advice to managers and employees on risk controls for planned activities or new projects.

For example, work closely with the Property Development team to advise on contractor safety requirements and site safety when BHC staff visit construction sites (ensuring BHC's duty of care as a PCBU is met, even when work is conducted by external builders). Assist the Assets/Facilities team in managing building safety (e.g. fire safety systems, asbestos management, maintenance of safety procedures) to ensure tenant and contractor safety on BHC properties.

- **Emergency Preparedness & Response**

Oversee BHC's emergency management plans for all sites. Ensure that emergency procedures (evacuation plans, fire wardens, lockdown procedures for offices) are in place, clearly communicated, and tested.

Ensure that fire drills are occurring as required, and that Fire Wardens and First Aid Officers are appointed/trained as required.

Maintain/ensure that emergency equipment (first aid kits, defibrillators, duress alarms) and check they are accessible and functional.

In the event of an emergency or critical incident, provide support as requested by senior leadership.

Ensure that processes are in place to test and record the effective operation of duress alarms at Head Office.

- **Lone Worker & Field Safety**

Implement and monitor controls for staff who work in the field or alone, consistent with BHC's Lone Worker Safety Policy. This includes ensuring lone workers (e.g. tenancy managers, maintenance officers visiting tenant homes or remote sites) have access to reliable communication devices or duress alarms, and that there are procedures for check-ins and escalation if a staff member is at risk.

Periodically evaluate these measures and provide recommendations to senior management for any improvements.

Provide training to staff in how to use lone worker devices.

Ensure that processes are in place to test and record the effective operation of lone worker devices.

Monitoring, Reporting and Continuous Improvement

- **WHS Performance Monitoring**

Establish a system for monitoring key WHS metrics (suitable to the size of the organisation) – such as number of incidents, injury frequency rates, hazards reported, training completion, audit findings – to gauge BHC's safety performance. Regularly review Riskware dashboards and other data sources to identify areas of improvement or emerging risks.

Provide the HR Director and leadership team with analysis of trends (e.g. increase in particular incidents) and recommendations for preventative measures.

- **Reporting to Management and Board**

Where required, prepare clear, concise WHS reports for various stakeholders: monthly/quarterly reports to the HR Director and CEO on safety performance; contributions

to Board and Audit & Risk Committee reports on any significant WHS issues or achievements.

Ensure that serious near misses or incidents are escalated to the Audit and Risk Committee and Leadership Team as per BHC's governance requirements. When required, present findings or updates (e.g. summary of safety performance, outcomes of a safety initiative) at management meetings or Board sub-committees.

- **WHS Projects**

Lead or participate in projects aimed at strengthening BHC's WHS framework. For example, the implementation of the Riskware incident management system; review of new lone worker devices, and any future accreditation or audit processes.

- **Workers Compensation & Injury Management**

In partnership with the HR team, actively manage claims and return-to-work processes in collaboration with leaders and medical professionals.

Provide expert input on suitable duties, workplace adjustments, and rehabilitation plans for injured employees, ensuring a safe and sustainable return to work in compliance with WorkCover Queensland requirements.

- **Continuous Improvement Initiatives**

Drive continuous improvement in BHC's safety management. Use findings from incident investigations, audit results, and staff feedback to update safety procedures and training. Keep informed about industry best practices and emerging risks (for example, changes in WHS law, or new developments in safety technology).

Propose, and where agreed, implement safety initiatives that could benefit BHC.

Ensure that BHC's safety management system remains effective and evolves with the organisation's needs.

Other – General

- Ensure personal and professional conduct befits the role as a WHS Manager with the company, and model safe working behaviour.
- Undertake further duties and responsibilities as may be reasonably required and communicated from time to time.
- Operate in line with BHC's Code of Conduct, policies and practices including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions contribute to/lead a culture of safe work.
- Represent BHC in a professional and capable manner at Company events and external functions, forums and professional development activities.
- Participate in training as may be required.
- Comply with local, state and federal laws.

Financial Delegation

This role does not currently require a financial delegation band that authorises expenditure under BHC's Authority and Delegations Policy, unless or until otherwise approved by the CEO. This means that the incumbent is not authorised to incur or authorise expenditure on BHC's behalf, unless directed to or approved by a senior role that holds the relevant delegation.

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i>
		<i>Date</i>

<i>Name of manager</i>	<i>This position description has been discussed with the occupant</i>	<i>Signature</i>
		<i>Date</i>

BHC Position Description

Job Title: WHS Manager
Approved by: HR Director

Last updated: November 2025