

ADVISOR, ATHLETE WELLBEING & ENGAGEMENT

Unit	Athlete Wellbeing & Engagement	Area:	Corporate and Communications
Department/Agency	The NSW Institute of Sport	ANZSCO code	272111
Classification/band	NSWIS Grade 2, Level 3	PCAT Code	3331492
Reports to	Section Lead, Athlete Wellbeing & Engagement	Date of Approval	12 August 2025

ORGANISATIONAL OVERVIEW

The NSW Institute of Sport [NSWIS] is a high-performance sporting organisation that supports Australian athletes to become world's best. We reach all regions of NSW with an Olympic and Paralympic training facility based at Sydney Olympic Park and high-performance hubs across NSW that provide world class daily training environments for our athletes and coaches. Our experts work in collaboration with partners within the national sporting system to create and deliver high performance support services and environments to prepare athletes and coaches for international competition.

NSWIS plays an integral part in Australia's High Performance 2032+ Sport Strategy and its vision that "We win well to inspire Australians". NSWIS is committed to building an inclusive and sustainable sporting system that is: performance driven, athlete focused, exceptionally led and purposefully collaborative.

ROLE PURPOSE

The NSWIS Athlete Wellbeing and Engagement Advisor (AW&E) is a specialist role focused on enabling holistic athlete development with an emphasis on life outside the daily training and competition environment. The AW&E Advisor will support athletes to effectively navigate the critical transition points throughout and beyond their sport career with a focus on personal development and career planning and education.

KEY PERFORMANCE AREAS

- Provide individualised support as per athlete wellbeing and engagement framework to identified NSWIS athletes to
 - Maintain intrinsic motivation and facilitate positive transitions post-sport.
 - Foster career and education opportunities, helping athletes develop a broader identity within their high-performance journey.
- Lead and manage the Athlete Wellbeing and Engagement (AW&E) component of the NSWIS performance teams and individualised planning process.
- Design, develop, and deliver bespoke athlete development frameworks and workshops that align with the NSWIS AW&E framework, addressing contemporary issues faced by high-performance athletes. Ensure these are tailored to athlete needs and leading practices in sport.
- Establish and maintain community partnerships, including liaising with the AIS and AW&E network branches to offer work experience opportunities. Facilitate athlete engagement with the broader community through partnerships with external organisations such as the Elite Sport Education Networks.
- Collaborate with NSWIS Performance Teams, coaches, and High-Performance Managers to ensure athlete wellbeing is considered in strategic and operational decisions. Identify performance enablers and work with teams to deliver holistic athlete development plans. Assist athletes in setting and achieving career, education, personal, and professional goals by developing actionable plans, offering guidance, and connecting them with relevant resources and opportunities.

- Link national sport partner philosophies with NSWIS planning, delivery, and technology platforms. Drive continuous improvement in the AW&E program, providing strategic advice and collaborating with stakeholders to implement changes that enhance athlete support.

KEY CHALLENGES

- Consider wider organisational objectives when making decisions in establishing and aligning clear, measurable goals for the NSWIS AW&E framework across various sports.
- Building and maintaining long-term, collaborative relationships with athletes, coaches, and key stakeholders in a high-performance environment.
- Provide strategic advice that is rigorously considered and supported by a clear rationale in understanding the athletes' needs, and other stakeholders. Demonstrate the ability to encourage a strong athlete-focus and build understanding of Performance teams and athlete perspective.
- Driving continuous improvement within the AW&E program by identifying and implementing innovative solutions.

KEY RELATIONSHIPS

Who	Why
NSWIS High Performance Manager	To work collaboratively to support athletes, enable and impact performance together
National Sporting Organisations (NSO) AW&E National Managers	To support the AW&E Manager for targeted NSOs in the implementation of the AW&E Framework and with other identified AW&E projects in each relevant sport
AIS Athlete Wellbeing and Engagement Branch	To support the alignment of NSWIS systems and processes nationally with the ultimate view of achieving system and sport outcomes
Key AW&E National Referral Networks	To collaborate in the planning, management, and leadership process to support, enable and impact performance together
NSWIS Coaches	To support the delivery of a high-performance sport program using the NSWIS AW&E Framework
NSWIS Performance Team	To support an integrated performance approach and collaboratively prepare 'World's Best' athletes
A range of educational/career/employment stakeholders	Negotiation of educational and career pathways for athletes
NIN	To enhance collaboration within the National system

ROLE DIMENSIONS

Budget	Nil
Authority/approval level	Nil
Reporting Roles	Nil

ROLE REQUIREMENTS

Essential	Desirable
▪ Experience in, or comprehensive awareness of contemporary issues relating to athletes in the Australian high performance sport system. ▪ Relevant tertiary qualifications or highly regarded undergraduate degree in Education, Counselling, Psychology, Sport Management, Career Development, Social Work, Arts, or Business; or an equivalent graduate certificate qualification. ▪ First Aid and Resuscitation certificate ▪ Current Working with Children Check (WWCC) ▪ Valid driver's license ▪ Sport Integrity Australia (SIA) Anti-doping fundamentals ▪ SIA Anti-doping Annual Update	▪ Master's degree desirable ▪ Career counselling accreditation desirable (CICA) ▪ Mental health certification (desirable) / understanding the causes of mental health presentations in an elite athlete population ▪ Demonstrated experience working within a multi-disciplinary team within a high performance environment. ▪ Keep Australian Sport Honest Certificate ▪ SIA (PBTR) Child Protection and Safeguarding
Experience	Knowledge
▪ Broad experience in the provision and application any of career, education, counselling and or professional /personal development services for improved performance ▪ Demonstrated experience guiding and supporting people through various transition, educational and vocational pathways. ▪ Proven experience building and leveraging relationships to influence and work effectively with a wide range of stakeholders. ▪ Demonstrated ability and commitment to work in a multi-disciplinary/high performance environment and interacting with high performance coaches and athletes. ▪ Demonstrated experience implementing case management or triage processes to ensure appropriate care and referral are accessible ▪ Demonstrated ability to establish, implement, and maintain community partnerships to provide opportunities for athletes to engage and integrate with activities outside training and competition	▪ Demonstrated experience to develop, plan and deliver athlete individualized strategies and activities to address the identified career, personal and professional development needs of NSWIS athletes. ▪ Strong understanding of the Australian sport system, in particular High Performance ▪ Experience and commitment to delivering best practice in career development support, education, vocational options and guidance. ▪ Contemporary knowledge of issues impacting mental health and wellbeing and experience with assisting in organising best practice support ▪ Experience in establishing, maintaining, broadening and leveraging connections with relevant service industry networks. ▪ Maintain contemporary knowledge of social issues impacting sport and proactively instigate solutions to address any developing issues

CAPABILITY SUMMARY

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework. Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with integrity	Adept	- Represent the organisation in an honest, ethical and professional way and encourage others to do so - Act professionally and support a culture of integrity - Identify and explain ethical issues and set an example for others to follow - Ensure that others are aware of and understand the legislation and policy framework within which they operate - Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to customer service	Adept	- Take responsibility for delivering high quality customer-focused services - Design processes and policies based on the customer's point of view and needs - Understand and measure what is important to customers - Use data and information to monitor and improve customer service delivery - Find opportunities to co-operate with internal and external parties to improve outcomes for customers - Maintain relationships with key customers in area of expertise - Connect and collaborate with relevant stakeholders within the community
Relationships Work collaboratively	Adept	- Encourage a culture of recognising the value of collaboration - Build co-operation and overcome barriers to information sharing and communication across teams/units - Share lessons learned across teams/units - Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

Group and Capability	Level	Behavioural Indicators
Relationships Influence & negotiate	Adept	Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
		- Negotiate from an informed and credible position - Lead and facilitate productive discussions with staff and stakeholders - Encourage others to talk, share and debate ideas to achieve a consensus - Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes - Influence others with a fair and considered approach and sound arguments - Show sensitivity and understanding in resolving conflicts and differences - Manage challenging relations with internal and external stakeholders - Anticipate and minimise conflict
Results Think & solve problems	Adept	- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence - Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience - Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience - Seek contributions and ideas from people with diverse backgrounds and experience - Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness
		- Assess work outcomes and identify and share learnings to inform future actions - Ensure that actions of self and others are focused on achieving organisational outcomes. - Exercise delegations responsibly. - Understand and apply high standards of financial probity with public monies and other resources. - Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others. - Conduct and report on quality control audits. - Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks