

Role Description

Head of Athlete Wellbeing and Engagement



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	Performance Support
Classification/Grade	NSWIS Grade 4, Level 1
Senior executive work level standards	Not applicable
Location	Sydney Olympic Park
OSCA Code	259331
PCAT Code	33331492
Date of Approval	8 September 2026
Agency Website	NSW Institute of Sport (NSWIS)

Agency overview

The NSW Institute of Sport [NSWIS] is a high performance sporting organisation that supports exceptional athletes and inspires NSW communities. 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 leading daily training environments. Our experts work in collaboration with national sporting system partners to 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 – Win Well. We are committed to building an inclusive and sustainable sporting system that is athlete focused, exceptionally led and purposefully collaborative.

We ensure athlete safeguarding is prioritised and that the integrity of sport is embedded in our organisation.

Primary purpose of the role

The Head of Athlete Wellbeing and Engagement (AW&E) provides leadership and operational oversight of the NSWIS Athlete Wellbeing and Engagement function, ensuring the delivery of integrated, evidence-informed programs, services and initiatives that support athletes to thrive in sport and life.

The role is responsible for leading the NSWIS AW&E team, driving the continuous development, implementation and evaluation of the AW&E Framework, and embedding athlete wellbeing and holistic development as a core enabler of sustainable high performance. The Head of AW&E provides expert advice to the Executive and High Performance Senior Leadership Team and contributes to organisational strategy and high-performance planning to ensure athlete wellbeing is embedded in decision making.

A key focus of the role is to ensure AW&E services are proactively integrated within each sport's daily performance environment, enabling individualised and athlete-centred support that enhances wellbeing, personal development, career readiness and successful transitions throughout and beyond an athlete's sporting career. Working collaboratively with athletes, coaches, performance support staff and external partners, the role fosters environments where athletes can achieve sustained performance success while developing the skills, capabilities and support networks required to flourish beyond sport.

Key accountabilities

- Provide leadership as a member of the High Performance Senior Leadership Team, contributing to organisational priorities, high performance planning, resource allocation, and continuous improvement initiatives across NSWIS.
- Lead the ongoing implementation, evaluation, and enhancement of the NSWIS AW&E Framework and service delivery model, ensuring alignment with organisational strategy, athlete needs, and national high performance sport priorities.
- Develop and implement AW&E programs, and services that promote athlete wellbeing, personal development, career readiness, education, and successful transitions throughout and beyond sport.
- Establish systems, metrics, and reporting mechanisms to measure the impact and effectiveness of AW&E programs and support evidence-informed decision-making.
- Lead, mentor, and develop the AW&E team, fostering a high performance culture that promotes collaboration, innovation, accountability, and professional excellence. Setting clear priorities and performance expectations and providing regular coaching and feedback.
- Build and maintain strong partnerships with the Australian Institute of Sport, National Sporting Organisations, education providers, employers, industry partners, and community stakeholders to enhance opportunities and support services for athletes.
- Partner with athlete representatives and the Athlete Advisory Group to strengthen athlete voice, consultation, and engagement across NSWIS programs and initiatives.
- Influence and support coaches, High Performance Managers, and multidisciplinary performance teams to embed athlete wellbeing considerations into strategic and operational decision-making.
- Align NSWIS AW&E initiatives, planning processes, delivery frameworks, and monitoring systems with national high performance sport strategies and partner sport priorities where appropriate.
- Champion a culture where athlete wellbeing, personal development, and sustainable high performance are recognised as shared responsibilities across NSWIS.

Key challenges

- Embedding a consistent and impactful Athlete Wellbeing & Engagement framework across diverse sports and performance programs, while balancing the unique needs, cultures, performance priorities, and maturity of each high performance environment.
- Influencing and aligning a broad range of stakeholders, including athletes, coaches, performance support practitioners, National Sporting Organisations, education providers, and external partners, to ensure athlete wellbeing and holistic development are integrated into strategic and operational decision making.

- Leading wellbeing outcomes within a complex multidisciplinary high performance system, requiring effective collaboration across performance support disciplines and sporting programs, while navigating competing priorities, differing perspectives, and evolving athlete needs to maximise both wellbeing and performance outcomes.

Key relationships

Internal

Who	Why
Director, Performance Support	To support delivery of NSWIS AW&E services
NSWIS High Performance Director and Managers	To work collaboratively to support athletes and ensure effective Performance Teams
NSWIS Coaches	To support the delivery of a high performance sport programs
NSWIS Performance Team	To support an integrated performance approach and collaboratively support athletes
NSWIS staff and Managers	To work collaboratively to support athlete performance and drive organisational effectiveness

External

Who	Why
NSWIS Partners	Foster collaborative relationships that inform and support achievement of system and sport outcomes, including NSOs, AIS, SIS/SAS, Universities and industry partners.
NSWIS Athletes	To support individual athlete performance planning and implementation.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. Refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate.

The role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables, and outcomes

Reporting line

This role reports to the Director, Performance Support.

Direct reports

Advisor, Athlete Wellbeing and Engagement
 Advisor, Athlete Wellbeing and Engagement - Para Unit
 Advisor, Athlete Wellbeing and Engagement - Aus Sailing

Budget/Expenditure

Authority and approval level as defined in the NSWIS delegations.

Key knowledge and experience

- Demonstrated experience in athlete wellbeing, career development, education, and holistic athlete development within high performance sport.
- Strong understanding of the Australian high performance sport system and contemporary issues impacting athlete wellbeing, mental health, and performance.
- Proven ability to lead and influence within multidisciplinary high performance environments, working effectively with athletes, coaches, and performance support practitioners.
- Experience designing and delivering individualised athlete support plans, including case management, referral pathways, and wellbeing interventions.
- Highly developed stakeholder engagement, communication, negotiation, and influencing skills, with the ability to build and maintain partnerships.
- Experience developing and implementing athlete wellbeing and engagement programs, initiatives, and service models that deliver measurable outcomes.
- Commitment to continuous improvement, innovation, and evidence-informed practice in athlete wellbeing and engagement.
- Experience in establishing, maintaining, broadening, and leveraging connections with relevant service industry networks
- Demonstrated experience providing transition support and solutions to athletes or other individuals
- Experience managing triage processes to ensure appropriate care and referral.

Essential requirements

- Relevant tertiary qualifications or equivalent experience in Education, Career Guidance, Personal Development, social work, sports management or similar.
- 6+ years' experience in the provision and application of career, education, counselling, and professional /personal development services for improved performance
- Demonstrated experience working within a multi-disciplinary team within a high-performance environment.
- Experience in managing, leading, and developing people to achieve performance outcomes
- Current Working with Children check
- Current First Aid and Resuscitation certificate

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.

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	• Represent your 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 • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate'	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community	
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- Encourage a workplace culture that values collaboration - Communicate with other teams to improve information sharing - Share lessons learned with other teams and business units - Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions - Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services - Consider diverse cultural perspectives to provide insights into collaborative work	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	- Negotiate from an informed and credible position - Lead and facilitate productive discussions with staff and stakeholders - Encourage others to share and debate ideas to help reach a consensus - Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes - Influence others with a fair and thoughtful approach and sound arguments - Be sensitive and show understanding when resolving conflicts and differences - Manage challenging relationships with internal and external stakeholders - Anticipate and minimise conflict	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	- Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships - Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Think creatively to come up with new ideas to resolve issues and improve customer experience - Seek input and ideas from people with different backgrounds and experiences - Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness - Analyse data and information to identify insights and communicate findings in a clear and meaningful way	
 Results	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	- Assess work outcomes, and identify and share what you learnt to inform future actions - Ensure your own and others' actions focus on achieving organisational goals - Exercise delegations responsibly - Understand and apply high standards of financial probity with public money and other resources - Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety - Conduct and report on quality control audits - Identify and mitigate risks to achieving goals - Consider data security, ethics and privacy in decision making	Adept
 People Management	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams - Develop work plans that consider capability, strengths and opportunities for development - Be aware of the effects of bias when managing team members - Seek feedback about your management capabilities and develop strategies to improve on them - Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Monitor and report on team performance in line with established performance development frameworks - Develop positive relationships to ensure cultural safety and trust between team members	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Adept
 Deliver Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept

Capability group/sets	Capability name	Description	Level
Results			
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results			
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers			
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
Business Enablers			
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers			
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate
Business Enablers			
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management			
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
People Management			

Capability group/sets	Capability name	Description	Level
 People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate