Role Description
Head of Performance Health

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	171331
PCAT Code	3339192
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 Performance Health is responsible for leading the delivery, integration, and continuous improvement of performance health services across NSWIS, ensuring athletes have access to high-quality, athlete-centred care that supports both wellbeing and performance outcomes.

Working in close partnership with the Chief Medical Officer, the role drives the implementation of NSWIS's performance health strategy and proactive clinical service model across all sport programs, ensuring alignment with organisational priorities, contemporary best practice, and the needs of national sporting partners.

As a senior leader within the Performance Support team, the Head of Performance Health fosters collaboration across health and performance disciplines, coaches, and external providers to embed an integrated approach to athlete care. The role is accountable for building effective systems, partnerships, and service standards that enhance athlete availability, wellbeing, and long-term

development, while contributing to NSWIS's ambition of being a leading performance health environment for Olympic and Paralympic athletes.

Note: Subject to the successful candidate's qualifications and experience, the role may also include the provision of physiotherapy services to athletes and coaches, where this can be appropriately balanced with the role's leadership and management responsibilities.

Key accountabilities

- As a member of the High Performance Senior Leadership Team, lead the delivery, integration, and continuous improvement of Performance Health services across NSWIS, ensuring alignment with organisational priorities, sport partner needs, and contemporary best practice.
- Partner with the Chief Medical Officer to implement and evolve an evidence-informed Performance Health model that optimises athlete health, availability, wellbeing, and performance outcomes.
- Lead the delivery of integrated Performance Health services, including physiotherapy, sports medicine, and soft tissue therapy, ensuring effective collaboration with coaches, performance support practitioners, and external providers.
- Ensure Performance Health practitioners work collaboratively with athletes and coaches to assess needs, establish goals, and implement, monitor and review evidence-based injury prevention, injury management, rehabilitation, and return-to-performance plans.
- Oversee the delivery of proactive injury and illness prevention, management and rehabilitation strategies that support athlete performance and long-term development.
- Partner with the Chief Medical Officer to ensure all clinical facilities, equipment, treatment environments, and service delivery practices meet applicable professional, regulatory, governance and quality assurance standards.
- Develop and maintain a statewide network of accredited Performance Health providers to ensure consistent, accessible, and high-quality services for NSWIS athletes across New South Wales.
- Build and maintain effective relationships with National Sporting Organisations, medical specialists, health providers, and other key stakeholders to enhance service quality and athlete outcomes.
- Lead the collection, governance and utilisation of athlete health information and clinical data to support evidence-based decision-making, service evaluation, and continuous improvement.
- In partnership with the Sport Intelligence team, establish and monitor reporting and evaluation frameworks that measure service effectiveness, athlete health outcomes, and performance impact.
- Collaborate with coaches, High Performance Managers and sport partners to review athlete health trends, service outcomes and key athlete development benchmarks, driving continuous improvement initiatives.
- Lead the performance, development, and capability of direct reports, fostering a culture of excellence, accountability, collaboration, and continuous learning.
- Provide specialist physiotherapy services and clinical expertise to allocated sport programs where appropriate and consistent with the leadership responsibilities of the role.

Key challenges

- Embedding a consistent and integrated Performance Health model ensuring health services are proactive, athlete-centred and aligned to program performance objectives.
- Balancing athlete aspirations, coach expectations, competition demands, clinical considerations and long-term athlete health and wellbeing.
- Driving consistency, collaboration, and accountability across a multidisciplinary network of internal and external practitioners, including the effective use of data, case management processes, referral pathways, and evidence-based practice to optimise athlete outcomes.
- Differing strategic (Chief Medical Officer) and operational (Director, Performance Support) lines of reporting.

Key relationships

Internal

Who	Why
Director, Performance Support	• To support delivery of NSWIS performance health services.
Chief Medical Officer	• To support the continuous improvement of clinical models, strategies, and policies. • Athlete health case management.
Director, High Performance and Managers	• To work collaboratively to support athletes and ensure effective performance teams
NSWIS Coaches	• To support the delivery of 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.

This 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.
This position also has an indirect reporting line to the Chief Medical Officer who remains responsible for clinical models, strategy, and case management.

Direct reports

Senior Sports Physiotherapist
Sports Physiotherapist
Administrator, Performance Health

Budget/Expenditure

Approximately $1,000,000
Authortity/approval level $20,000

Key knowledge and experience

- Demonstrated experience leading and developing high performing teams within multidisciplinary environments.
- Proven success delivering physiotherapy and performance health services that have supported athlete performance at senior international level, including the planning, monitoring, and management of athletes across multiple seasons and major campaigns.
- Experience translating complex clinical and performance health information into clear, practical recommendations that inform athlete management and decision-making.
- Strong understanding of clinical epidemiology, injury surveillance, prevention strategies, and the application of data to optimise athlete health and performance outcomes.
- Demonstrated ability to work effectively across performance support disciplines to deliver integrated solutions.
- Strong knowledge of the Australian high-performance sport system and a comprehensive understanding of the needs of high-performance athletes, coaches, and sport programs.
- Proven ability to build effective relationships and influence key stakeholders, including coaches, performance support practitioners, medical specialists, and sport partners.

Essential requirements

- Demonstrated success leading and delivering physiotherapy and performance health services that have contributed to senior international performance outcomes.
- Extensive experience applying physiotherapy expertise within high-performance sport environments, including athlete management across major competition campaigns.
- Postgraduate qualification in Sports and Exercise Physiotherapy, Musculoskeletal Physiotherapy or a related discipline, and/or recognised Specialist or Titled Physiotherapist status.
- Current AHPRA registration as a Physiotherapist.
- Current Working with Children Check.
- Current First Aid and CPR certification.

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept
 Personal Attributes	**Manage Self** Be persistent, self-reflect and commit to learning	• Be a professional role model for colleagues, set high personal goals and take pride in achieving them • Actively seek, reflect on and act on feedback about your performance • Reflect on and use negative feedback as an opportunity for growth and improvement • Take the initiative and act in a decisive way • Pursue and apply new knowledge and practices relevant to your organisation to improve outcomes	Advanced
 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences • Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	
 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
 Results	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply the expertise of key individuals to achieve business outcomes • Lead a culture of achievement and acknowledge others' input • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of business objectives • Make sure others understand the need for on-time and on-budget results and how success is defined • Control business unit output to ensure government outcomes are achieved within budget and on time • Progress organisational priorities and ensure resources are acquired and used effectively	Advanced
 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 • Think creatively to come up with new ideas to resolve issues and improve customer experience	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	
 **People Management**	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and succession plan • Coach and mentor staff and encourage professional development and continuous learning • Prioritise dealing with team and individual performance issues and ensure your organisation uses a consistent approach • Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives • Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues	Advanced
 **People Management**	**Manage Reform and Change** Support and champion change, and help others to engage with change	• Support teams to develop new ways to work and generate new ideas for dealing with challenges • Actively promote change processes to staff and participate in communicating change initiatives across various levels within your organisation • Provide guidance, coaching and direction to others who are managing uncertainty and change • Encourage staff to participate in change processes and provide guidance, coaching and support • Identify workplace cultural barriers to change and implement strategies to manage these barriers • Involve employees in decisions that will affect them	Adept

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	**Act with Integrity**	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	**Value Diversity and Inclusion**	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
Relationships	**Commit to Customer Service**	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	**Influence and Negotiate**	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	**Plan and Prioritise**	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	**Demonstrate Accountability**	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept
Business Enablers	**Finance**	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate

Capability group/sets	Capability name	Description	Level
 Business Enablers	**Technology**	Understand and use available technology to maximise efficiencies and effectiveness	Adept
 Business Enablers	**Procurement and Contract Management**	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
 Business Enablers	**Project Management**	Understand and use effective ways to plan, coordinate and control projects	Intermediate
 People Management	**Inspire Direction and Purpose**	Communicate goals, priorities and vision, and recognise achievements	Adept
 People Management	**Optimise Business Outcomes**	Manage people and resources effectively to achieve public value	Adept