POSITION TITLE	**Incident Manager**
JOB PROFILE ID	**SST_HEO9_SJP_01**
JOB CATEGORY	**Professional**
JOB FAMILY	**Student Support Services**
COMPENSATION GRADE	**HEO9**
MANAGEMENT LEVEL	**19 Individual Contributor**

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION
The Incident Manager is responsible for leading the response to critical incidents involving students, which are often complex and highly time sensitive. The Incident Manager is the primary contact and coordination point in Student Wellbeing for critical incidents and is responsible for ensuring the timely and appropriate provision of support to students, and that the supports provided enhance the student's capacity to optimise their academic and personal development outcomes.

The Incident Manager reports to the Senior Manager, Specialist Care and Wellbeing Services and works closely with the Critical Incident Liaison Officer and Student Wellbeing to coordinate, monitor, and report on critical incidents affecting students. The Incident Manager collaborates closely with the Senior Manager, Specialist Care and Wellbeing Services, to coordinate the overall service delivery of the Specialist Care and Wellbeing Services team, under the guidance of the Senior Manager, Specialist Care and Wellbeing Services. In collaboration with the Senior Manager, Specialist Care and Wellbeing Services, the Incident Manager is responsible for proactively identifying opportunities for enhancing the services provided to students.

Critical incidents include traumatic events, or the threat of a traumatic event (within or outside Australia) that causes extreme stress, fear, or injury to one or more students. Critical incidents are often highly time sensitive and include, but are not limited to:
• Missing students
• Severe verbal or physical aggression
• Critical mental health episodes
• Drug or alcohol abuse
• Gender-based violence
• Physical, sexual, or other abuse or assault
• Death, serious injury or any threat of these
• Accidents
• Fire or natural disaster

This position is required to be available 'on-call' for after-hours emergency calls relating to critical incidents.

This position is designated as child-related employment. To be able to work in this role, you will need a current Working With Children Check (WWCC) or to consent to WWCC employment screening.

DECISION MAKING
The Incident Manager will work under the broad direction of the Senior Manager, Specialist Care and Wellbeing Services, but with a considerable degree of autonomy and will determine how their key accountabilities are to be carried out to achieve the goals. They have discretion to plan their work on a daily, weekly, and often monthly to yearly basis to ensure that their key accountabilities are met, and work goals are achieved. They will resolve complex matters related to their key accountabilities however should exercise judgement to escalate matters in a timely manner to Senior Manager, Specialist Care and Wellbeing Services, (e.g. complex and/or sensitive cases) and/or Head, Student Wellbeing. They will be responsible for several definable work goals, develop and implement programs related to their key accountabilities, may have staffing responsibilities, and need to elicit the assistance of others to achieve work goals. They will be the point of contact for escalated issues related to their key accountabilities, and more junior staff may look to them for guidance and support in achieving their work goals. As an experienced professional, they will provide sound advice and recommendations, exercise independent judgement and apply extensive know-how to achieve their work goals. Actions and decisions are taken collaboratively where appropriate.

KEY RELATIONSHIPS

2026 M11 6 00:17

Relationships	Position Title
Supervisor	0138705 Senior Manager, Health and Wellbeing - Ms Heather Mabry
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. Lead the response to critical incidents involving students, ensuring the timely and appropriate provision of support to students, and that the supports provided enhance the student's capacity to optimise their academic and personal development outcomes.

2. Act as the central contact and coordination point for the Student Wellbeing response to critical incidents, providing direct case management of critical incidents affecting one or more students. This includes after-hours availability as required on a case by case basis.

3. Lead the engagement with internal University stakeholders and external providers to ensure the proactive management of critical incidents and facilitation of issue resolution.

4. Assess student's crisis support needs, triage students to appropriate internal and external supports, and provide case management for complex and acute student needs to ensure the supports provided enhance the student's capacity to optimise their academic and personal development outcomes.

5. Liaise with Office of the Vice-Chancellor, faculty, and portfolio representatives to ensure the proactive management of critical incidents and facilitation of issue resolution.

6. Provide expertise for campaign and initiative design, contributing to the development and implementation of wellbeing awareness and promotion programs and activities.

7. Lead the development of an annual Action Plan for the function (including training programs and early intervention initiatives), based on data analysis, in line with current research and best practice, and to support wider University strategy and initiatives.

8. Manage the development and implementation of initiatives to identify and address risk in the space, informed through data analysis, and monitoring relevant internal and external developments.

9. Support the Senior Manager, Specialist Care and Wellbeing Services in the development, implementation, adherence and review of effective Standard Operating Procedures, Triage Guidelines, and other protocols for the area.

10. Proactively maintain effective collaborative relationships with internal stakeholders including other PVC (Students) teams, professional service units (including COS, SHW, Workplaces Relations, Office of General Counsel, Student Affairs, and Marketing and Communications) and relevant faculty staff.

11. Ensure data collection on incidents is rigorous and accurate, and support reporting requirements, ad hoc requests for data, and identification of potential risk.

12. Performs work activities relevant to the role's key accountabilities as approved by the manager and commensurate to the role's classification level.

EDUCATION

Education
Bachelor's Degree - In a relevant field
Other - An equivalent combination of training and experience.

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications
Current Working With Children Check or consent to the relevant employment screening. - No Issuer.
Working with Children Check - No Issuer.

SKILLS

Skills
A strong understanding of University organisational structures and processes; and the ability to provide advice to senior staff and report to governance and management bodies
Effective communication skills (both verbal and written) with ability to interact, influence and negotiate with a broad range of people within and outside the university with a high level of tact, diplomacy, and discretion. Includes the ability to manage people who may be in distress or difficulty.
Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, and achieve required outcomes, and the ability to prioritise the team's workload during busy periods
Exceptional relationship management skills, including the ability to build and maintain effective working relationships with a broad range of people within and outside the university.
Strong problem-solving skills, including demonstrated ability to take initiative and exercise sound judgement in resolving critical and serious matters.

WORK EXPERIENCE

Work Experience
Demonstrated experience in the supervision, training, mentoring and performance management of staff and ability to foster a culture of focussed customer service and continuous improvement.
Extensive experience in the critical incident field within similar organisations and experience in case management and support of complex and acute needs, including evidence of a strong knowledge of the mental health assessment, sexual assault, harassment and domestic violence service system and frameworks, including all relevant legislations and standards.
Familiarity with external reporting systems and the external regulatory environment, regulatory agencies, and related reporting requirements.

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	INT
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	INT
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	INT

2026 M11 6 00:17

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	INT

Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Actively manages opportunities, risks and issues	Actively manages opportunities, potential risks and uncertainties to achieving the strategic objectives of the University.	INT
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	ADV
Presents with credibility	Presents and facilitates discussion by making information understandable and engaging students, staff and/or the community to generate action and create an impact.	INT
Seeks insights to inform decisions	Gathers, consolidates and evaluates a range of information to uncover key insights and inform business decisions across the University.	INT
Thinks and acts strategically	Understands the bigger picture and thinks conceptually and practically when making decisions and solving problems, aligning solutions with the University's strategic direction.	ADV
Understands the education landscape	Understands the Higher Education sector and student experience objectives of the University and the operating environment of the Faculty/School, navigating this landscape to support staff to deliver on the education objectives of the University.	INT

Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	INT
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University's strategy of excellence in research, education, engagement and student experience.	INT
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	INT
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	INT
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	INT
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	INT
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	INT
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	INT
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	INT

2026 M11 6 00:17