



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

23 May 2025

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Employee Wellbeing Specialist	<b>Type &amp; Grade</b>	Permanent, D1
<b>Vacancy No</b>	17 of 2025/26	<b>Department &amp; Unit</b>	Human Resources

### POSITION OVERVIEW:

To design, develop and implement a wellness strategy and employee assistance programme (EAP) that is aligned to the overall Human Resources as well as organisation strategy of NSFAS.

### RESPONSIBILITIES:

#### Policy, Systems & Procedure Implementation

- Support the unit in the maturing of employee wellbeing policy/ies, procedures, and processes
- Develop presentations that enable the socialisation of employee wellbeing policy/ies, procedures and processes
- Socialise and implement the employee wellbeing policy/ies, procedures and processes

---

## **Core Strategic/Operations Objectives Implementation**

- Provide input into overall Human Resources Management value proposition as it relates to the wellness practice through the development of best practice, research, trends analysis and wellness initiatives
- Analyse wellness trends and prepare high level reports to management as input to create an engaged workforce
- Implement wellness interventions based upon identified needs within the organisation
- Build capacity in the organisation to drive and manage an employee wellness culture
- Design, implement and drive NSFAS's programme, including providing awareness campaigns and training, professional counselling, testing and support through external vendors
- Ensure that all wellness initiatives contribute towards the operationalising of the overall Employee Value Proposition
- Participate in the Wellness Committees and Forums to facilitate the successful implementation of wellness initiatives and programmes
- Develop policies and procedures to support the implementation of wellness initiatives
- Serve as the employee trustee for provident fund and participate in health care committees and wellness coach
- Provide monthly and quarterly report on wellness statistics and focus on analysis, comparison, and trends
- Create Awareness through wellness events and educational information on health issues
- Coordinate and promote wellness initiatives in partnership with other stakeholders

- 
- Responsible for trauma debriefing during trauma incidents
  - Conduct workshops on selected wellbeing issues and obtain feedback on existing programmes
  - Cover whole spectrum of individual wellbeing components as defined by the World Health Organisation (WHO) or Health Professions Council of South Africa (HPCSA)
  - Support the HR operations unit and HR team with employee wellbeing programmes of the NSFAS
  - Contribute input and manage the employee wellness budget
  - Coordinate with employee relations, business partners and senior management on cases of potential incapacity and ensure correct reporting and process for 3<sup>rd</sup> party claims

#### **People Management & Ethical Leadership**

- Guide, inspire, coach and mentor employees to deliver quality wellness programmes in line with NSFAS Values
- Lead and manage the individual performance contracting and review process for self

#### **Stakeholder Management & Relationships**

- Collaborate with internal stakeholders to implement employee wellbeing programmes
- Collaborate with external stakeholders to enable the employee wellbeing programmes
- Manage the service level agreement of external providers of employee wellbeing deliverables

#### **Project Management & Leadership**

- Manage and supervise the projects to address identified needs as per the employee wellbeing initiatives
  - Analyse and interpret project reports on completion of the project to evaluate return on
-

investment and to inform decision-making in the subunit

### **Budget optimisation**

- Expenditure forecast for subunit employee wellbeing activities and projects
- Expenditure management in line with employee wellbeing activities and projects

### **Risk, Compliance Monitoring & Evaluation**

- Support compliance checks and audit of employee wellbeing interventions with HR policies
- Identify risks and mitigate them in line with the risk register
- Support the compliance of NSFAS with the EE Act and legislation

### **Information & Knowledge Management**

- Collaborate with stakeholders to build systems that enable the management of data obtained from different sources
- Collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information

### **Reporting & Accountability**

- On recruitment strategic KPIs progress
- On the employee wellbeing operational plan progress
- On internal and external recruitment risks
- On any other work in the mandate of the employee wellbeing work

---

## **DESIRED SKILLS AND EXPERIENCE**

---

### **Minimum Qualification requirements:**

- NQF level 7 in Industrial Psychology, Psychology, Social Work
-

- 
- Certification in EAP/wellness practitioner or management
  - Minimum of six (6) to eight (8) years' experience in Employee Assistance Programme / Wellness of which three (3) years must be the managing of an Employee Assistance Programme (EAP) / Wellness function
  - Experience in a Higher Education environment will be an added advantage
  - Basic understanding of Labour Law e.g. LRA, EEA, BCEA, OHSA, employee health, wellness and benefit administration concepts, practices, and procedures
  - Solid project management Skills
  - Intermediate Knowledge of the higher education sector
  - Employee wellbeing legislation experience and knowledge
  - Employment Equity Act and related legislation
  - Computer literacy – Intermediate MS Package Suite
  - Driver's License

### **Preferred**

- NQF level 8 in Industrial Psychology, Psychology, Social Work
  - Registered with HPCSA as Counsellor, Social Worker, Psychologist, Industrial Psychologist
  - Certified Wellness Coach
  - Computer literacy – Advanced MS Package Suite
  - Advanced project management Skills
  - Advanced knowledge of the higher education sector
  - Extensive exposure to the functions of the employee wellbeing
-

- 
- Knowledge and understanding of the NSFAS Act and PFMA

**Skill and Competencies:**

- Excellent communication (written and verbal) skills
- Effective interpersonal skills
- Planning and Organising
- Stress Management
- Counselling Skills
- Confidentiality, knowledge and understanding of the Human Resources Services Lifecycle.
- Planning and organising skills
- Problem-solving skills
- Leadership skills
- Agile and Innovative
- Time management skills
- High Emotional Intelligence
- Integrity
- Communication skills
- Adaptable to change
- Team player
- Goal orientation
- Ability to work under pressure and tight deadlines
- Professional self-awareness

## **PLEASE NOTE**

**Closing date:** 08 June 2025

Interested applicants must complete and submit an Employment Application Form available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. The response must be addressed to the following email address: **jobs@nsfas.org.za**

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful. Appointments will be made in line with the NSFAS Employment Equity goals and targets

---

---