

POSITION DESCRIPTION

POSITION TITLE	Policy and Research Manager
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 6

TEAM DESCRIPTION

The Policy and Research team has oversight of the policy, advocacy and research activities and partnerships undertaken by the Alliance. The aims of the team are to work with legislators, policymakers, and service providers to help them understand and address the needs of LGBTI people and communities. The team is also focused on supporting Alliance members to have a stronger policy voice. The Alliance seeks to work in partnership with researchers across the country in a broad range of project areas and to provide leadership to the research community on the issues of LGBTI health and wellbeing. This team also leads on development and delivery of the Alliance's conferences in partnership with the management team. Directed by the policy and research activities of the Alliance's funded programs, the team also engages in LGBTI issues of significance at the national level.

ROLE OBJECTIVE

The Policy and Research Manager has oversight and coordination responsibilities for the Alliance's policy and research activities across LGBTI health and wellbeing. The role works closely with the CEO and carries a focus on the Alliance's ageing portfolio. The role has responsibility for providing policy and program advice to the Department of Health and various health organisations. Ensuring the voices and needs of LGBTI people are heard, included, and responded to within discussions, policies and processes as part of ongoing co design processes is also a key element of this role. National representation in government and non-government working and advisory groups, forums and alliances, is also a key function of this role. All roles at the Alliance place the needs of LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all of our programs. It is a requirement that all staff ensure that all aspects of their work that LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated.

REPORTING STRUCTURE

This position reports to the Chief Executive Officer.

Policy and Research Coordinator reports to this position.

PRINCIPAL DUTIES

- Ensure that the Alliance maintains a strong and persuasive voice in the policy, advocacy and research that impacts on the mental health and wellbeing of all LGBTI people and communities.
- Undertake national coordination activities including representation on various advisory bodies.
- Identify strategic policy and research goals and provide direction and influential leadership with others to achieve outcomes via the National LGBTI Health Research Network.
- Identify areas where support, influence or negotiation is required and facilitate discussions with key stakeholders across all policy and research areas that impact all LGBTI people and communities.
- Consult with the Commonwealth Government, service providers and stakeholders about initiatives and changes to policy and procedures.
- Identify key performance indicators and implement information management systems for the reporting and monitoring of the Alliance's policy and research performance.

- Prepare high quality written documents, including briefings and reports to a range of stakeholders within the required timeframes.
- Communicate at all levels verbally and in writing, clarifying situations, act impartially and use influence and negotiation to effectively mediate and devise workable solutions.
- Working with the Alliance's communications provider ensure that the policy and research activities of the Alliance are shared across social media and other communication platforms including the media and all Alliance's newsletters.
- Develop strategic networks to increase effectiveness of the Alliance's Policy and Research portfolio.
- Clearly communicate complex issues to key stakeholders, using a variety of media resources to convey information.
- Develop and deliver a series of policy and research capacity building initiatives to support Alliance members to have greater involvement in policy and research activities.
- Identify networking and other opportunities for example conferences to facilitate knowledge transfer and promote the policy and research work of the Alliance.
- Provide management, supervision, professional development and undertake appraisal processes with staff and volunteers.
- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other Alliance policies and procedures.
- Willingness to travel within Australia in line.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organizational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary Qualifications in relation to ageing, mental health and wellbeing, education, social science or other relevant fields.

Experience Required

- Demonstrated experience in the strategic policy development, analysis, planning and research – preferably within a HIV/LGBTI health organisation.
- Understanding of the workings of government (Commonwealth and State/Territory), and of health and wellbeing sectors.
- Understanding of and commitment to health and human rights for LGBTI people and communities.
- Good knowledge of the current health issues for LGBTI people in Australia, including policy issues and psychosocial determinants of health.
- Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.
- Experience of supervising staff and volunteers including recruitment, performance appraisals and developing professional development programs.
- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
- Experience in planning and implementing policy strategies and campaigns to bring about change.

- A proven track record of planning and using diverse influencing strategies to achieve organisational goals.

Computer Skills

- Good working knowledge of Microsoft Office (Outlook, Word and Excel) and social media.

Aptitude & Interpersonal Skills

- Strong research and planning skills, including the capacity to analyse data and interpret and apply research and evaluation findings to create innovative responses to issues and to improve successful programs.
- Proven ability to establish and sustain effective professional relationships and partnerships with other organisations and services, both government and non-government, coupled with a sound understanding of the workings of Commonwealth, State/Territory and Local governments, as well as the health sector.
- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Ability to undertake high quality policy development, research and analysis.
- Excellent communication skills especially the ability to produce well written and succinct policy documents, reports and resources and to coordinate support in geographically diverse network of people and organisations.
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes/products on time.
- Capacity to work productively and collaboratively in a team both with the Alliance, its Member Organisations and mainstream health and wellbeing organisations
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team and within a flexible working environment.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Proven ability to build professional rapport through phone, email and face-to-face communications.
- Proactive problem-solver and self-starter who shows initiative.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback)
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Chief Executive Officer and the organisation
- Accuracy of data entry, filing, documentation, financials and information management within the organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with organisational standards and timeframes.

- Meet budget or forecast targets as agreed with the Chief Executive Officer.
- Management, supervision, utilisation, development and engagement of staff reporting to the position including effective performance management.
- Ensure that performance reviews are completed within set timeframes.
- Activities undertaken are fully compliant with statutory, commercial and legal requirements.
- Timely identification and mitigation of Company related risks.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by the Chief Executive Officer: _____ Date: _____

Signed by Employee: _____ Date: _____