

## Position description

<b>Title</b>	Head of Social Policy
<b>Reports to</b>	Director Research & System Impact
<b>Classification &amp; Salary</b>	SCHCADS Level 8 (plus super and salary packaging)
<b>Employment Status</b>	Full Time, Ongoing
<b>Primary Location</b>	LaTrobe Street Melbourne preferred
<b>Date</b>	August 2021

### **Good Shepherd Australia New Zealand (GSANZ)**

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### **Role Purpose**

The Head of Social Policy is responsible for social policy advocacy in line with Good Shepherd's Strategic Plan and related emerging priorities for the organisation. Reporting to the Director Research and System Impact, the role integrates social policy, strategy and policy advocacy within operations at Good Shepherd, providing an environment which focuses both on internally emerging priorities, and is responsive to changing external environments which may impact on women, girls and families. This role directly targets the systemic change objective of Good Shepherd's Strategic Plan.

As an integral part of the Research, Advocacy & System Impact Division the Head of Social Policy will develop, implement and review policy advocacy priorities that enhance Good Shepherd's business and create systemic change for those whom Good Shepherd exists to support. The role will also initiate, drive or contribute to projects of strategic importance to the organisation, as required.

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The role works collaboratively with all Research, Advocacy & System Impact teams, particularly the Research and Financial Inclusion Action Plan team, as well as the Stakeholder & Partnerships team. Working in a coordinated way, these teams will lead Good Shepherd's integrated research and advocacy agenda.

Good Shepherd is operational across Australia and is part of an international network. This position will work across the breadth of the organisation.

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## **Key Responsibilities**

### **Strategy**

- Work collaboratively with others in the leadership team to deliver on integrated organisational outcomes in line with the Strategic Plan.
- Advise on State and Federal Government priorities, particularly regarding policy advocacy priorities and service offerings and funding approaches. In consultation with the Executive Leadership Team and the Head of Advocacy, develop relationships with State and Federal Government agencies to leverage opportunities that influence policy outcomes and system change.
- High level strategic thinking, innovation and project management skills.
- Provide advice to the Director Research and System Impact on strategic opportunities related to the portfolio.
- Explore opportunities for innovation, business development and obtaining funding.

### **Projects**

- In consultation with others, develop, plan and deliver projects—as prioritised by the CEO and Executive Leadership Team, and as aligned with the Strategic Plan and policy advocacy sub-strategy and/or overseeing each of these activities undertaken by members of the team.
- Develop clear project plans that articulate roles for cross-organisational project team members; lead the project team through demonstrating and fostering open communication and collaboration.
- Proactively manage project issues, risks and opportunities.
- Evaluate project outcomes in line with organisational goals.

### **People**

- Lead development of a high-performance team (currently 2 EFT) through demonstration of capabilities outlined in GSANZ's leadership capability framework.
- Supervise and coach team members to develop quality practice and professional development.
- Foster open communication and collaboration.
- Maintain positive relationships across service teams, and provide guidance, insight, advice, and mentorship to key leaders.
- Demonstrate commitment to own learning and development.
- Provide regular formal supervision to direct reports.
- Take responsibility for own wellbeing.

### **Policy & Advocacy**

- In consultation with team members and the Director Research and System Impact, develop and execute policy advocacy strategies, including but not limited to: writing and tracking submissions; appearing before committees; providing briefs for media engagement; utilising social media; attending meetings with external stakeholders and advocacy targets; and/or overseeing each of these activities undertaken by members of the team.
  - Support the CEO to advocate and influence for change (i.e. legislation, policy, improved financial outcomes) consistent with the strategic plan, organisational mission and sector priorities.
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## **Clients**

- In consultation with others, ensure that strategies, projects, and policy advocacy are informed by client voice with a focus on achieving client participation.
- In consultation with others, develop implement and maintain a process for client voice to inform Good Shepherd's policy advocacy—including determining the priorities for action.

The role is required to work flexibly and in an adaptive way. The Head of Social Policy will operate in an evolving internal environment – and accordingly, will regularly need to respond to and prioritise competing demands.

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
  - Maintain agreed quality standards
  - Maintain OH&S standards at all times
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### **Qualifications, Experience and Mandatory Requirements**

- Relevant tertiary qualifications in social sciences, social work, law, policy or other related disciplines and experience working in government or a not for profit organisation.
- Demonstrated high level experience in public and social policy advocacy; including experience with connecting social policy priorities with service delivery practice.
- Successful national police check (and international police check if have lived overseas for 12 months or longer in the last 10 years)
- Current VIC Employee Working with Children Check

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### **Key Selection Criteria**

1. High level writing skills that can be applied to a range of documentation, as well as facilitation and presentation skills.
2. Demonstrated people management experience including practice supervision, recruitment, employee relations, and setting and monitoring of individual key performance indicators.
3. Excellent organisational skills with flexibility to reprioritise and manage competing demands; adjust timelines to meet deadlines and be resilient in the face of change.
4. Outstanding strategic, conceptual, analytical and creative skills demonstrated by the ability to understand and interpret complex information and present ideas effectively.
5. Ability to think critically and laterally to explore creative, new and innovative solutions.
6. Demonstrated ability to build and foster collaborative relationships with senior external stakeholders in different industries to implement initiatives.
7. Demonstrated experience and knowledge of successful policy and advocacy to government.

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### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.