

Position Description

Job Title	Senior Policy Officer
Department	Corporate Office
Reports To	Policy Director
Location	Canberra or Melbourne
Employment Status	Full-time fixed term 2-year contract
Remuneration & Benefits	<ul style="list-style-type: none"> • Base salary plus superannuation at statutory rate • Salary packaging in line with Registered Health Promotion Charity status • Flexible work practices

About the Consumers Health Forum of Australia

The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers and works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. Our vision is a world class healthcare system enhancing the well-being of consumers and communities. Our mission is to draw on consumer and community insights and experience to relentlessly drive innovations and improvements to the Australian healthcare system.

Values and Behaviours

Our Values:

- We work together with our members, partners and with our fellow stakeholders.
- We respect the expertise, knowledge and skills within the outside our organisation.
- We are committed to excellence.
- We act with integrity.
- We are daring in the pursuit of our purpose.

The CHF is an equal opportunity employer and committed to a fair, non-discriminatory workplace that maximises the talent, potential and contribution of all. The CHF:

- recognises the contribution that a diverse workforce makes to continuous improvement and service delivery and is an Equal Opportunity Employer, and
- values an inclusive workplace that embraces diversity and strongly encourages applications from First Nations people, people with a disability, people from the LGBTIQ community and people from culturally diverse background.

The CHF is committed to minimising its environmental impact and requires all staff to comply with its environmental strategy. To find out more please visit our [website](#).

Job Overview

Job Summary

The Senior Policy Officer is responsible for developing and informing evidence-based policy that reflects the views of CHF members, supporters and healthcare consumers. The role will manage projects, CHF activities and consultations and provide high level advice and contributions to CHF policy activities. This involves developing and managing policy analysis, research and evaluation and presenting, updating and distributing government reports and subsequent analyses.

The Senior Policy Officer reports to Policy Director and works closely with others in the policy team to drive activities that deliver effective outcomes on health system reforms. This role requires a highly organised individual with strong written and verbal communication skills. The person will engage and communicate with consumers and CHF members to understand their issues, experiences and desired outcomes and reflect them in CHF's evidence base. The Senior Policy Officer will develop and maintain effective working relationships with members, consumers, state and federal agencies, partner organisations and other stakeholders.

Key Responsibilities

Policy and Research

- Take the lead on key policy issues as determined by the CEO and Policy Director.
- Support the CEO, Policy and Communications Directors on the broad range of policy issues and developments.
- Manage specific CHF projects and consultations as identified by the executive.
- Provide expert advice and lead development of health policy positions in CHF priority areas; this includes submissions, discussion papers, reports, etc.
- Work with stakeholders to plan, deliver and report on required activities and deliverables.
- Research and analyse a wide range of issues and policies, and develop recommendations based on findings.
- Conduct research and due diligence and gather input from external parties to develop relevant proposals and recommendations
- Oversee and conduct consultations with key stakeholders and health consumer networks on health policy issues in CHF health priority areas.
- Contribute to and be part of other projects and work across the organisation as needed.

Communications and Stakeholder Engagement

- Convene Special Interest Groups of consumers as required in line with priority policy issues.
- Undertake representation of CHF at meetings, workshops and conferences.
- Liaise with stakeholders, members and consumer representatives through public presentations, participating in meetings, workshops and conferences.
- Work in collaboration with the Communications team to lead the production, management and improvement of CHF online communications and to establish and develop an active engaged online consumer community.
- Effectively support and manage the online consumer community as a strategic resource that supports and informs the CHF priority areas.
- Oversee the development of educational and communication resources, seeking expertise input from other teams and consumers.

- Manage all compliance reporting, strategic advice and stakeholder relationship in policy areas.
- Work collaboratively with the CHF team to optimise work and achievements across consumer and stakeholder engagement and policy development. This includes supporting marketing, public relations and communications.

Stakeholder Engagement

The Policy Officer will liaise with stakeholders, members and consumer representatives through public presentations, participating in meetings, workshops and conferences. The role needs to:

- work with both internal and external stakeholders, as well as the executive team and staff and possess a collaborative working style;
- provide high-level stakeholder engagement and liaise with key stakeholders such as Government Departments, senior health stakeholders as directed;
 - Internal – CEO, Manager Policy and Business Development and other staff
 - External – Government, CHF members, partner organisations, key stakeholders, consumers.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster others' development; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances.

Team Efficacy

The CHF fosters a collaborative team environment and culture that advocates mutual respect between team members and management; where everyone's contributions are recognised, as well as their experience and skill sets, to create an environment where people work collectively and drive meaningful change. CHF expects staff will:

- operate effectively and respectfully in a team environment, contribute positively to team operations, culture and working relationships, and
- undertake reasonable additional activities within areas of expertise from time to time as required.

Record Keeping

The CHF is committed to good record keeping and requires all staff to adhere to using authorised systems and to routinely create and keep full and accurate records of their work-related activities, decisions and transactions.

Financial Management

The CHF requires staff work towards and implement actions that improve the financial effectiveness of all functions that are within their role. Staff will develop and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved.

Excellence

Actively participate and contribute to continuous improvement activities that support a culture of excellence and comply with relevant legislative requirements.

Workplace Health and Safety

The CHF requires staff to comply with WHS regulations, legislation and organisational policies and procedures. Staff will:

- take reasonable care for own health and safety,
- take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses, and
- comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety including reporting of WHS hazards or incidents.

Key Selection Criteria

1. Commitment to achieving and upholding the CHF vision, mission and values.
2. Demonstrated experience in policy development and analysis in health or other human service policy areas.
3. Tertiary qualifications in a relevant field.
4. Knowledge of and experience in using a range of quantitative and qualitative research methods.
5. High quality written and verbal skills as well as digital communication skills with internal and external stakeholders, including the use of digital platforms and collaboration tools and managing social media platforms.
6. Demonstrated experience and expertise in conducting consultations with a range of stakeholders and seeking input and advice and facilitating workshops and events and capacity to professionally represent CHF and our interests in key fora.
7. Demonstrated ability to operate effectively in a team environment, contribute positively to team operations, culture and working relationships.
8. Ability to respond flexibly and work in a busy and complex environment where there are competing demands, changing priorities, tight deadlines and limited resources.
9. Well-developed computer skills in Microsoft Office including Word, Excel, PowerPoint and Teams, Acrobat (PDF) and some experience and confidence with using on-line engagement tools and capacity to support their use by consumers.

Important position requirements:

The CHF values and supports a culture of safety and therefore will require upon commencement the following information:

- Current and satisfactory Police Check.
- Current and satisfactory Working with Children Check.
- Driver's licence

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