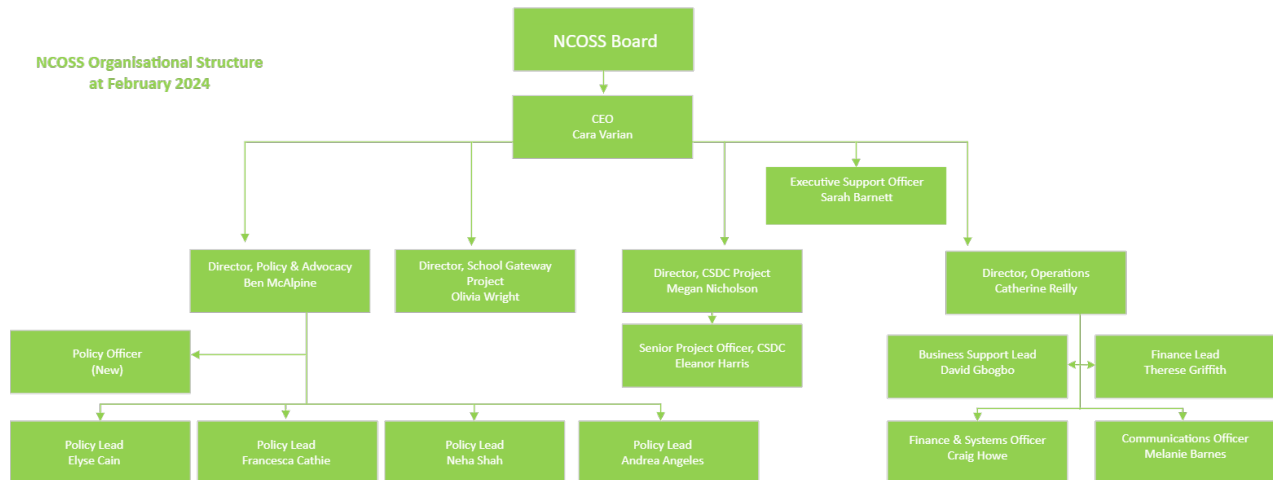


Position Description – Policy Officer

Title:	Policy Officer
Reporting to:	Director, Policy and Advocacy
Employment Status:	Temporary for a period of 12 months from date of commencement
Hours of work	Full time (35 hours a week), part time by negotiation
NCOSS Classification:	NCOSS, Level 6
Salary (Full time):	\$107,304 + superannuation + leave loading

Organisational Structure



Role Purpose

Through 2024, NCOSS has several critical priorities that require additional policy and research capacity. These priorities include a particular focus on sector sustainability and commissioning (e.g. Secure Jobs, Funding Certainty Taskforce; Portable Long Service Leave; Targeted Early Intervention recommissioning; State Peaks Program recommissioning).

The Policy Officer performs research related to these priorities, including quantitative data analysis, qualitative research and stakeholder engagement. This research would include issues such as financial

sustainability, workforce, and operations. Based on this research, the Policy Officer would provide input to policy positions that would form part of NCOSS's advocacy platforms.

Performance indicators will be agreed at the commencement of employment and will include:

- Quality of research and written work
- Quality of consultation and engagement with NCOSS stakeholders
- Contribution to policy and advocacy team deliverables.

Key Accountabilities

- Perform quantitative analysis of publicly available sector data.
- Design and implement consultation and engagement activities to ensure that NCOSS policy, research and advocacy initiatives are informed by the experience and expertise of NCOSS members, the social service sector more broadly, and people with lived experience.
- Prepare high-quality documents including discussion papers, correspondence, submissions, policy advice and reports that are accessible, accurate, evidence-based, informative and engaging.
- Monitor key sector reforms and emerging sector issues.

Key Skills

You will have:

- Tertiary qualifications in a relevant field or equivalent work experience, including knowledge and understanding of poverty and disadvantage, the social service sector in NSW, and government policy processes.
- Research and data analytic skills
- Project management experience, including experience leading multiple projects with competing priorities and deadlines and management of consultants.
- Strong consultation and engagement skills, and the ability to work with minimal supervision when consulting with stakeholders.
- Sharp analytical and problem-solving skills, and the ability to develop subject matter expertise.
- Strong communication skills, the ability to write clearly, concisely and in plain English, and to communicate with diverse audiences.
- Experience working in, or closely with, government to implement policies and/or programs that support vulnerable population groups
- As a member of a small team, flexibility and the willingness to lend hand where needed to help get things get done.
- Experience in working collaboratively with external partners to progress key initiatives
- Commitment to social justice and an understanding of how economic, social and environmental factors contribute to inequality and disadvantage

Organisational Responsibilities

- Participate in team meetings and other NCOSS activities as required.
- Learn and comply with relevant NCOSS policies and procedures, including the Code of Conduct and workplace health and safety requirements.
- Undertake other duties and responsibilities within the scope of this role, as directed.

- Keep up-to-date with sector reform and emerging sector issues, and work with the Program Delivery Officer/NCOSS team to identify and address sector development needs.

Special Terms & Conditions

- It is a condition of our funding that staff undergo a national criminal records check. You will be reimbursed for this, if you do not already have one.
- It is a condition of employment that staff be fully vaccinated against COVID-19 or have a medical contraindication certificate. Fully vaccinated means having at least two approved vaccinations (a first dose and a booster dose) and any subsequent vaccination recommended by the Australian Technical Advisory Group on Immunisation (ATAGI) for which you are eligible.

Position characteristics

This position is classified at NCOSS employee level 6 under the NCOSS EBA and position characteristics are those of a Level 6 Social and Community Services Employee as set out in the Social, Community, Home Care and Disability Services Industry Award 2010 and included below

Social, Community, Home Care and Disability Services Industry Award 2010 Schedule B—Classification Definitions—Social and Community Services Employees Sourced from:

https://awardviewer.fwo.gov.au/award/show/ma000100#P1672_125133, 21 February 2024

Social and community services employee level 6

B.6.1 Characteristics of the level

- (a) A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- (b) General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- (c) Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- (d) Employees may exercise managerial responsibility, work independently as specialists or

may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.

- (e) Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

B.6.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake significant projects and/or functions involving the use of analytical skills;
- (b) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- (c) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- (d) undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- (e) negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- (f) provide advice on matters of complexity within the work area and/or specialised area;
- (g) control and co-ordinate a work area or a larger organisation within budgetary constraints;
- (h) exercise autonomy in establishing the operation of the work area;
- (i) provide a consultancy service for a range of activities and/or to a wide range of clients;
- (j) where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
 - i. provide support to a range of activities or programs;
 - ii. control and co-ordinate projects;
 - iii. contribute to the development of new procedures and methodology;
 - iv. provide expert advice and assistance relevant to the work area;
 - v. supervise/manage the operation of a work area and monitor work outcomes;
 - vi. supervise on occasions other specialised staff;

- vii. supervise/manage the operation of a discrete element which is part of a larger organisation;
- viii. provide consultancy services for a range of activities.

B.6.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

(a) Skills, knowledge, experience, qualification and/or training

- i. comprehensive knowledge of organisation policies and procedures;
- ii. specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;
- iii. specialist knowledge gained through experience, training or education;
- iv. appreciation of the long term goals of the organisation;
- v. detailed knowledge of program activities and work practices relevant to the work area;
- vi. knowledge of organisation structures and functions;
- vii. comprehensive knowledge of requirements relevant to the discipline.

(b) Prerequisites

- i. degree with substantial experience;
- ii. post graduate qualification;
- iii. associate diploma with substantial experience;
- iv. attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

(c) Organisational relationships

- i. works under limited direction from senior employees of the Committee of Management or Board;
- ii. supervision of staff.

(d) Extent of authority

- i. exercise a degree of autonomy;
- ii. may manage a work area or medium to large organisation or multi-worksite organisation;
- iii. has significant delegated authority;
- iv. selection of methods and techniques based on sound judgment;

- v. manage significant projects and/or functions;
- vi. solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.