



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Corporate

Business Unit: Communication and Engagement Branch

Position Title: Assistant Director, Content Accessibility (Easy English)

Position Number: P67996

Classification: Senior Officer Grade C (SOG C)

Location: Hybrid / Canberra City / Woden

Last Reviewed: April 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community. We work to ensure our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

BRANCH OVERVIEW

The role of the Communications and Engagement (C&E) Branch is to ensure the Canberra community is well informed on government programs, policies and services and has meaningful opportunities to inform decision making. We listen to the people of Canberra and are their voice in government. We deliver against the ACT Government principle of 'One Government, One Voice' communications to Canberrans.

The role is part of the C&E Content team, within the branch, and will benefit from the support of a multidisciplinary team. In the team are social media and content writers, graphic designers, campaign experts and practitioners. It is a fast-paced environment where you often need to remain flexible and adapt to change.

POSITION OVERVIEW

This specialist role is based in HCSD and works across government to improve how we (the ACT Government) plan and deliver accessible communication. The role was created because we want a more accessible and inclusive ACT. Accessible communication helps people to understand and engage with government information and services.

In this role you will build our capability to understand and meet the communication needs of our diverse community. This will involve bringing an audience-first lens to the work, informed by research, insights and evaluation.

A key focus of this role is Easy English, also known as Easy Read. We use Easy English to cover both. It is a style of communication that uses simple words and detailed images. It is often used by people with intellectual disabilities and benefits others in the community.

While you will sit in the HCSD content team, you will be a key resource across government. You will create opportunities for the development of shared knowledge and understanding of accessible communication. An area of development will include help to build peer networks, processes, capacity and key artefacts – including templates and iconography - to increase opportunity in this space.

WHAT YOU WILL DO

Under limited direction you will perform the following duties and responsibilities.

- Manage an internal peer network, to develop and implement resources and processes to build whole of government capability in Easy English practices.
 - Resources include an intranet hub, templates, guidelines, training, an image library etc.
 - Procedures include instructions on how we source, design, edit and approve content.
- Undertake translations of Easy English, and provide technical advice, for business areas in line with laws, content standards and community expectations.
- Independently consult with internal and external stakeholders, to achieve priorities and outcomes. This involves representing HCSD or ACT Government at meetings and conferences.
- Provide communications and online services support at the Public Information Coordination Centre (PICC) in times of a Territory emergency. Assist the branch with other duties as required.
- Understand and work within the ACT Public Service (ACTPS) Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation. You will also model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
- This position currently does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Proven experience in translating complex information into plain language and Easy English/Read, in line with content standards.
2. Strong knowledge of current communication practices, including plain language and content design.
3. Experience in writing and designing accessible content for the web or other digital channels, in line with Web Content Accessibility Guidelines.

Behavioural Capabilities

4. Ability to sensitively liaise and negotiate with a range of stakeholders, from diverse backgrounds to achieve positive outcomes.
5. Highly developed organisational skills to successfully identify and manage competing priorities and multiple demands.
6. A demonstrated commitment to work, health and safety and behaviours consistent with the ACTPS values.

Compliance Requirements / Qualifications

- Relevant tertiary qualifications, or experience working professionally, in the fields of disability, content design, digital accessibility, communication or community engagement are highly desirable.
- Training and experience in translating into Easy English, or the willingness to be trained in Easy English translations.
- Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Content Accessibility (Easy English) (position number P67996) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation*	Occasionally

*Note: the position works in an activity based working (ABW) environment. Under ABW arrangements, officers do not have a designated workstation/desk. While the workplace is adapting to COVID-19, officers will have occasional access to a designated workstation.

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Occasionally

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally