

Position Description	
Title	Senior Policy Officer - Targeted
Status	Full-Time, until February 2027 contract
Grade	SCHADS Award Level 5-6
Program	Quality and Impact
Reports to	Quality Manager
Direct reports	None
Location	WAGEC's Redfern Head Office
Date approved	TBC

### Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit, charitable organisation that supports clients in crisis and advocates for social change in the community. By 'client', we refer to all women (cis and trans), families and non-binary people comfortable in women-centric spaces.

We work across Sydney, on the lands of the Gadigal, Wangal and Dharug people of the Eora Nation and our activities extend across many Aboriginal nations and language groups. We seek always to work respectfully in partnership with communities and in accordance with local protocols.

For over 45 years we have been doing this work in partnership with community, business and government stakeholders. Every night, we support 200 clients impacted by homelessness, domestic violence and systemic disadvantage. Equally, we seek to address the underlying causes of gender-based violence through primary prevention activities to end gender-based violence in a generation.

#### **Our Vision**

Build a community free from gender-based violence by harnessing collective power and shaping a safer future for generations to come.

#### **Our Purpose**

We create safe spaces for women and families impacted by homelessness, domestic and family violence and systemic disadvantage. We create enduring change in times of crisis through access to safety, housing, and material support. We work with our communities to advocate social change. We are trauma-informed, culturally responsive and respectful in our practice and the design of our programs and activities. The safety and wellbeing of children and young people is at the core of WAGEC's work.

## Our Values

Our values are how we show up – with passion, purpose, and allyship.

- Respect – every person matters
- Collaboration – change happens together
- Social Justice – dismantles injustice, build what's fair
- Adaptability – unlearn, relearn, grow.

## Program overview – Quality Team

The Quality team leads and supports business functions and projects that ensure effective operations, strong governance, and continuous development across WAGEC and our work in the community. This includes, but is not limited to, controlled document management, risk management frameworks, accreditation and internal audits, child safety, quality, process improvements, and project and change management initiatives.

Quality is a growing area for WAGEC as we continue to expand our service offerings to clients and communities across Sydney Metropolitan and state-wide locations.

## Position Purpose: Senior Policy Officer

This short-term contract role provides specialist policy writing, analysis and review to strengthen the quality, clarity and safety of WAGEC's policies and procedures, with a particular focus on medium to high-risk documents ensuring alignment with culturally responsive practice, including appropriate First Nations voice.

This work is identified as a core focus for our organisation in the lead up to ASES accreditation (by February 2027) and our on-going First Nations Cultural Responsiveness strategy.

The Policy Officer reports to Quality Manager and contributes to safe, compliant practice and positive client outcomes through clear, accessible and evidence-based policy content. This role involves partnership with subject matter expertise across the organisation to develop suitable content, and the Quality Coordinator, who retains responsibility for document system administration and compliance.

The core responsibilities of the role are:

1. Policy Review, Development and Specialist Advice (60%)
2. Cultural Responsiveness in Documentation (30%)
3. Implementation Support and Change Enablement (5%)
4. WAGEC Culture and Professional Practice (5%)

## Core Position Responsibilities

<p><b>1. Policy Review, Development and Specialist Advice (60%)</b> Lead the review, development and refinement of organisational policies and procedures to improve quality, consistency and usability across WAGEC.</p>	
<p>Key focus areas</p>	<ul style="list-style-type: none"> <li>a) Conduct specialist review and rewriting of priority policies and procedures, particularly those assessed as medium to high priority.</li> <li>b) Apply critical analysis and evidence-based practice to policy writing, informed by legislation, accreditation standards, child safe requirements and sector good practice.</li> <li>c) Remain informed about relevant regulatory, legislative and sector developments, and translate these into continuous improvement for internal alignment and compliance.</li> <li>d) Work collaboratively with managers and subject matter experts to support consultation and integrate feedback into final drafts, with transparent decision-making.</li> <li>e) Use a structured project management approach to coordinate, consolidate and refine policies and procedures, ensuring priority work is delivered on time and to a high standard.</li> <li>f) Ensure policy language is clear, accessible, trauma informed, and aligned with WAGEC's feminist values and practice framework.</li> <li>g) Support consistent policy structure and drafting conventions using approved WAGEC templates and guidance.</li> <li>h) Apply technology responsibly, including Artificial Intelligence (AI) and project management tools, to support consistency and quality.</li> </ul>
<p>Performance Measures</p>	<ul style="list-style-type: none"> <li>• Delivery of agreed priority policy reviews within staged timelines.</li> <li>• Evidence of high-quality, approval-ready policy documents.</li> <li>• Positive feedback from stakeholders regarding clarity and usability of policy content.</li> </ul>

<p><b>2. Cultural Responsiveness in Documentation (30%) Strengthen</b> First Nations culturally responsive practice by embedding within priority policies and procedures.</p>	
<p>Key focus areas</p>	<ul style="list-style-type: none"> <li>a) Apply a First Nations lens to medium to high priority policy content through appropriate, consultation-based practice.</li> <li>b) Coordinate and support targeted consultation where cultural complexity or heightened risk is identified.</li> <li>c) Ensure cultural considerations are accurately reflected in final policy content.</li> <li>d) Support documentation of how cultural responsiveness has been considered in policy development.</li> </ul>

Performance Measures	<ul style="list-style-type: none"> <li>• Demonstrated application of a First Nations lens and culturally responsive approaches in assigned policy reviews.</li> <li>• Documented rationale and consultation pathways for culturally complex policy areas.</li> </ul>
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<b>3. Implementation Support and Change Enablement (5%)</b> Support staff to understand and apply updated policies in practice.	
Key focus areas	<ul style="list-style-type: none"> <li>a) Contribute content for staff briefings and guidance on policy changes, such as one-page summaries, key changes, and “what this means for practice” materials.</li> <li>b) Work collaboratively to support change management activities that strengthen policy uptake and compliance.</li> <li>c) Support information sessions and communications about policy and procedure updates for internal stakeholders.</li> </ul>
Performance Measures	<ul style="list-style-type: none"> <li>• Completion of implementation support materials alongside policy updates.</li> <li>• Evidence of effective communication and stakeholder understanding of policy changes.</li> </ul>

<b>4. WAGEC culture (5%):</b> proactively contribute to WAGEC’s overall culture and impact	
Key focus areas	<ul style="list-style-type: none"> <li>a) Work in a manner consistent with WAGEC’s purpose, values, and strategy.</li> <li>b) Champion a culture of continuous improvement</li> <li>c) Apply WAGEC’s values to ethical dilemmas, managing your professional and personal obligations at work.</li> <li>d) Maintain a strong and healthy professional identity and approach through participation in regular supervision, self-care, and professional development</li> <li>e) Contribute to WAGEC’s overall social impact by delivering on role expectations, from time to time performing other duties as requested by your manager and being a proactive team member.</li> </ul>
Performance Measures	<ul style="list-style-type: none"> <li>a) Provide examples of personal contribution to maintaining a safe, ethical, and effective culture</li> <li>b) Provide examples of applying our values of Respect, Collaboration, Social Justice and Adaptability in your work</li> </ul>

Key selection criteria	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Strong knowledge and understanding of cultural safety, cultural protocols</li> <li>• Experience reviewing, developing and writing policies and procedures in community services, government or not-for-profit settings.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience producing high-quality written documents to support governance, operations or service delivery.</li> <li>• Experience working in, or alongside, services such as domestic and family violence, homelessness, health or related sectors.</li> <li>• Experience providing cultural responsiveness advice.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong written communication and editing skills, with the ability to produce clear, accessible policy content.</li> <li>• Analytical skills to interpret legislation, standards and evidence and apply them to practice.</li> <li>• Ability to manage priorities and deliver defined outputs within timeframes, particularly in a short-term contract role.</li> <li>• Sound technology skills (Microsoft Office, Teams, document collaboration tools) AI tools (desirable).</li> <li>• Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Planner, Teams).</li> <li>• Demonstrated ability to work independently under broad direction while being a proactive team member.</li> <li>• Resilience and capacity to manage sensitive or confidential information appropriately</li> <li>• Ability to work respectfully, collaboratively, culturally responsive and safe way with Aboriginal and Torres Strait Islanders, people from migrant, refugee, culturally diverse and LGBTIQ+ communities.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of trauma-informed, culturally responsive and feminist practice.</li> <li>• Knowledge of policy development and implementation processes; legislation &amp; compliance.</li> <li>• Awareness of quality, risk, safety and compliance requirements in community services contexts.</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Qualifications and/or equivalent experience in policy, social services or a related field.</li> <li>• NSW Working with Children Check.</li> <li>• National Police Check.</li> </ul>

General employment conditions

All WAGEC employees, volunteers, students and contractors are required to:

- Understand and adhere to WAGEC’s vision, purpose, values and ethical stance
- Proactively and positively contribute to WAGEC’s culture and impact
- Work in accordance with WAGEC policies and procedures
- Demonstrate respectful and culturally appropriate ways of working
- Comply with all Workplace Health and Safety systems and practices
- Maintain a valid NSW Working with Children Check and comply with all WAGEC child safeguarding and protection measures
- Comply with relevant NSW legislative requirements.

WAGEC is entitled to employ only female, female-identifying, and non-binary staff, due to the nature of our service, under the Anti-Discrimination Act, 1977 (NSW) Section 31.

This role may be required to lift moderately heavy items on occasion.

WAGEC is a child safe organisation and committed to the safety, wellbeing, and empowerment of all children that we engage with in our services and community. We have a whole organisation approach to upholding children's rights and striving to prevent all forms of harm, abuse and neglect for children and young people.

I understand and agree to the responsibilities and terms of this Position Description:

Employee Name	
Employee Signature	Date:
Manager Name	
Manager Signature	Date: