



Position Description

Director of Services and Member Engagement

2 June 2026

QSAN Secretariat

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Position Description – Director of Services and Member Engagement

Position Title:	Director of Services and Member Engagement
Terms:	Permanent full-time, (4 days per week considered)
Pay Award and Classification:	SCHADS Award Level 7
Reporting to:	Chief Executive Officer (CEO)
Location:	This role can be based anywhere in Queensland.

ABOUT QSAN

The Queensland Sexual Assault Network (QSAN) are the leading, independent, funded Sexual Violence Peak Body for specialist sexual violence support and prevention services in Queensland. Our membership are located across Queensland including specialist services in regional and rural locations. QSAN are committed to working alongside and centering the voices of survivors of sexual violence, and engaging collaboratively with specialist services, organisations, and communities for the prevention of sexual violence.

As the Sexual Violence Peak Body for Queensland, QSAN implements a range of innovative activities to achieve our aims and objectives including:

- statewide consultation and coordination of service responses;
- systemic advocacy and engagement in policy, program and legislative reform processes;
- sector leadership and capacity building of specialist services;
- workforce development, practice forums, and professional training;
- social action, community engagement, education, early intervention and prevention work; and
- statewide, national and international partnerships to advance community-led responses to sexual violence and other initiatives that improve outcomes for survivors of sexual violence.

QSAN was formed as a statewide network in 2002 and have long held the vision and commitment to develop as a funded Sexual Violence Peak Body. At the heart of QSAN's work is the strength and diversity of our membership base and the importance of providing opportunities for connection, peer support, and the development of communities of practice to promote shared learning and collective impact. QSAN recognise the significant and innovative work that members undertake in responding to meet the needs of survivors of sexual violence in Queensland, and we will continue to lobby and advocate to see member services appropriately resourced and supported to fulfill this vital work.

QSAN are committed to upholding and promoting the rights of children and we represent services who are Child Safe Organisations, as defined under the Queensland Child Safe Organisations Act 2024. We are committed to upholding and promoting the safeguarding of children, young people, and vulnerable adults accessing specialist sexual violence support services, and through our governance and culture.

QSAN maintains that all forms of sexual violence are unacceptable in any circumstance. Sexual violence is a serious crime and a violation of human rights. Sexual violence affects people of all ages, all cultural backgrounds, and all genders, including women, men, trans, non-binary and gender diverse people. Every person has the right to safety, dignity, and autonomy. QSAN upholds an affirmative model of consent that involves ongoing communication to ensure that individuals are freely and enthusiastically consenting to participate in a sexual activity. Sexual consent can never be assumed, nor obtained through force, threats, intimidation, or coercion of any kind. Consent can also be withdrawn by individuals at any time, and their choices must be respected.

Position Summary

The Director of Services and Member Engagement (DOSME) reports to the CEO and will be part of the Executive Leadership team. This role is responsible for overseeing QSAN's operational programs and coordinating member and stakeholder engagement activities that progress QSAN's strategic priorities. The DOSME will oversee a statewide strategy to enhance sector partnerships, including engagement with Lived Experience representatives and gathering data to strengthen QSAN's evidence base, credibility and impact across the sector.



The DOSME will lead a small team who contribute to strengthening the sector through research and data analysis, building workforce capability, sector training, prevention and community education and support to develop policy positions. This role involves managerial responsibility across the organisation's core service delivery and will take a hands-on approach to ensure ensuring high-quality implementation of agreed workplans, deliverables and stakeholder engagement activities.

QSAN requires its employees to demonstrate a commitment to and alignment with the QSAN mission statement and philosophy. QSAN employees are expected to:

- Utilise intersectional feminist and social justice principles in practice.
- Actively contribute to teamwork and team care.
- Utilise collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility.
- Utilise consultative and transparent processes.
- Actively reflect on their own practice, foster trust and respect, and contribute to the ongoing improvement of QSAN service provision and processes.

In addition, QSAN employees are also expected to:

- Align personal performance to the Strategic and Operational Plans, relevant funding agreements, this position description and as directed by your line supervisor or the management team.
- Ensure compliance with all legislation, regulations, contracts, and quality assurance standards applicable to the organisation.

QSAN employees are also required to comply with all QSAN policies and procedures.

Key Responsibilities and Outcomes

Partnerships, Research and Sector Engagement

- Build and maintain effective operational partnerships with other agencies, service providers, research bodies, community organisations and lived experience groups, to support the delivery of QSAN's work plan.
- Strengthen QSAN's evidence base through research collaborations, data insights and evaluation activities that inform program improvement and policy development.
- Ensure QSAN's services and engagement activities support diverse voices, including First Nations people, CALD communities, People living with disabilities, regional and remote Queenslanders.
- Engage with a Lived Experience Consultant to develop a Lived Experience participation plan that ensures victim-survivor voices are represented in QSAN advocacy and policy positions.
- Oversee the implementation of the Lived Experience participation plan.

Advocacy

- Support the development and implementation of advocacy activities aligned with QSAN's strategic priorities.
- Build and maintain effective working relationships with government agencies, sector, universities and community partners and other stakeholders to support QSAN's advocacy and program objectives.
- Work collaboratively with the CEO to coordinate advocacy campaigns and stakeholder engagement activities, ensuring consistent messaging that reflects QSAN's mission.

Membership Engagement and Support

- Develop and implement a member and stakeholder engagement strategy.
- Oversee membership engagement activities and coordinate regular consultation sessions to identify key issues and concerns to inform priorities.



Workforce Training and Community Education

- Oversee the development and implementation of a strategy to build workforce capability across specialist sexual violence support services.
- Oversee QSAN's community education initiatives with a goal to increase awareness and improve timely access to support.

Policy Development and Implementation

- Coordinate engagement with QSAN's members to shape policy development and positioning.
- Monitor emerging issues, reforms, and opportunities across the sector and provide analysis and advice in relation to QSAN's strategic objectives.
- Support the CEO to produce high-quality policy briefs, submissions, reports and evidence-based recommendations.

Organisational Leadership

- Contribute to whole of organisation strategy, planning, and decision making as part of the ELT.
- Provide high-level advice to the CEO and Management Committee on service outcomes and performance, risks and opportunities.
- Lead cross-organisational initiatives that strengthen culture, capability and organisational effectiveness.
- Model collaborative, values-driven leadership and foster a psychologically safe, inclusive workplace.

Professional skills and knowledge

- **Collaborative Leadership and Decision Making:** Utilise collaborative leadership approaches to ensure timely, insightful, and ethical decisions that are considered informed and values aligned with the organisation.
- **Team Collaboration:** Build and lead enduring and effective professional relationships. Work collaboratively with the leadership team to achieve strategic and operational goals and provide quality business services support. Draws on appropriate intersectional feminist and social justice frameworks and evidence to support practice.
- **Communication:** Communication skills are clear and concise, inclusive and tailored to unique needs and strengths of individuals, services, and other key stakeholders.
- **Compliance:** Ensure compliance with statutory laws, financial and regulatory obligations, and quality assurance.

ESSENTIAL REQUIREMENTS

1. Tertiary qualification in a relevant discipline (e.g. human services, social work, public policy, law).
2. Minimum 5 years' experience working in community services or equivalent (specialist sexual violence sector experience highly advantageous).
3. Current 'C' class driver's license.
4. High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems.
5. Completion of a successful National Police Check upon successful offer of position.

KEY SELECTION CRITERIA

1. Demonstrated leadership experience in program management, community engagement, policy development, advocacy implementation or similar including responsibility for managing a team.
2. Strong understanding of government processes, reform agendas and policy cycles.
3. Experience overseeing complex programs, including governance, reporting and evaluation.
4. Exceptional communication skills, including the ability to produce high-quality written materials, resources and reports.
5. Ability to operate effectively in a complex and rapidly changing environment.
6. Strong stakeholder engagement and relationship management capability.
7. Commitment to values driven leadership, inclusion, and lived experience informed practice.
8. Excellent time management, administrative, and organisational planning skills and initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, and in collaboration with the team.

**Desirable**

1. Experience working with or alongside people with lived experience.
2. Experience designing and / or delivering workforce capability programs and community education initiatives.
3. Regional and remote Queensland knowledge and networks.

To Apply:

If you are interested, please submit a cover letter addressing key selection criteria and essential requirements and a CV with two referees via Ethical Jobs.

If you have any questions or would like to arrange a confidential discussion about the role, please contact HR@qsan.org.au.

This role will remain open until filled. We will be shortlisting and interviewing candidates as applications are received.