

Position Description – Policy and Development Officer

Position Details

Position Title:	Policy and Development Officer	Current as of:	July 2026
Reports To:	Senior Lead – Policy and Advocacy	Direct Reports:	Not applicable
Key Relationships:	Carers ACT CEO and Executive team, National and Territory Peak Bodies, government departments, ministerial advisors, internal staff, external funding partners, other external stakeholders.	Location & Other Requirements:	Holt ACT • Relevant qualification • WWVP card with NDIS check • Driver's licence

Role Purpose

As Policy and Development Officer you are responsible for contributing to policy that meets the operational and strategic needs of the organisation and instrumental in identifying and securing development opportunities for Carers ACT through grants and philanthropy.

Responsibilities

KEY RESPONSIBILITIES
CORE EXPECTATIONS ▪ Work towards achieving agreed priorities and outcomes as outlined in individual and/or team 90-day plans. ▪ Participate in the Performance and Growth Framework, including monthly check-ins, quarterly conversations and annual review processes, while actively contributing to development planning by identifying goals, seeking feedback and progressing agreed development actions. ▪ Seek and respond to feedback to support ongoing improvement and development. ▪ Work in alignment with organisational values and expected behaviours in all interactions. ▪ Demonstrate behaviours aligned with organisational values and expected behaviours in all interactions and decision-making. ▪ Follow all policies and procedures to ensure operational consistency and compliance. ▪ Consult and collaborates with internal colleagues to share and build knowledge across the organisation. ▪ Adhere to Carers ACT Values and Behaviours Shared Commitments statement.
PROGRAM EXCELLENCE ▪ Gathers evidence from internal and external sources to develop evidence-based policy positions that have been informed by the voice of carers and support systemic change in line with the policy and advocacy team's strategic priorities

- Provides input into external policy positions that is evidence based, carer informed and in line with the programs strategic plan and the vision of Carers ACT
- Monitors national and international legislation, regulation, leading practice, industry issues and provides relevant information to the Executive Team and Board
- Represents carers voices on policy and service issues across Government, organisations and programs
- Identify potential funding sources and grant opportunities aligned with Carers ACT priorities.
- Preparing high-quality grant proposals, including budgets and supporting documentation.
- Build reach and sphere of influence across related sectors
- Build awareness of carers and their needs in service systems to ensure stronger recognition and inclusion

STAKEHOLDER ENGAGEMENT

- Ensures carers are engaged and their opinions are valued and respected in policy, service and program development to drive systemic reform
- Actively communicates with carers to educate and inform them of policy development and engagement opportunities
- Builds capacity and wellbeing of carers through identifying, sourcing, promoting or building resources and education
- Builds and maintains relationships with stakeholders to support grant applications and cultivate ongoing support.
- Engages in professional ways with organisations, departments, committees and individuals in ways that support a collaborative and professional outcome to the situation and enables the voice and view of carers to be heard and incorporated.

SERVICE EXCELLENCE

- Delivers exceptional service to all stakeholders in alignment with standards, service guidelines and frameworks and in ways that support quality, growth, and sustainability
- Responds to all stakeholders and clients within the agreed timeframe
- Maintains current knowledge of services and systems that are available to support carers
- Provides a flexible service that responds to the needs and requirements of stakeholders to ensure satisfaction levels are high
- Ensures unmet needs are recorded and escalated as required

Qualifications

QUALIFICATIONS, CERTIFICATES & CHECKS

Essential qualifications:

- Bachelor's degree in a relevant field (e.g. Public policy, Development) highly desirable.

The following documents must remain current:

- WWVP card with NDIS check
- Driver's licence

Other desirable certifications:

- Grants writing certification

I acknowledge that I have received, read, and understood my Position Description. I am aware of the expectations and responsibilities related to my role.

Employee Name (print):

Employee Signature:

Date: