

Position Description – Mental Health Carers Policy Officer

Position Details

Position Title:	Mental Health Carers Policy 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, service providers, internal staff other advocates and policy officers	Location & Other Requirements:	Holt ACT • Relevant qualification • WWVP card with NDIS check • Driver's licence

Role Purpose

As the Mental Health Carers Policy Officer, you are responsible for shaping policy and providing advocacy that meets the operational and strategic needs of the organisation.

Your core responsibilities are focused on providing policy and advocacy services, ensuring carer's voices are heard, while role modelling the leadership behaviours that create a high performing, engaged culture.

Responsibilities

Unless otherwise stated, key measures of success are based on an annual period and will be prorated according to the time served between commencement and the annual review date.

KEY AREA OF RESPONSIBILITY
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. ▪ Follows all policies and procedures to ensure operational consistency and compliance. ▪ Consults 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 mental health carers and support systemic change in line with the programs 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 mental health carers voices on policy and service issues across Government, organisations and programs
- Oversees and conducts research to inform and influence thinking on the needs and preferences of mental health carers
- Builds reach and sphere of influence across the mental health and related sectors
- Build awareness of carers and their needs in service systems to ensure stronger recognition and inclusion
- Draft the annual MHCV workplan incorporating the MHCV Strategic Plan and contractual requirements in consultation with the team.
- Driving delivery of the MHCV Strategic Plan.
- Coordination and development of content for communications assets.
- Coordinates, drives and supports the MHCV Advocacy Policy Advisory Group of lived experience mental health carers.

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 mental health carers to educate and inform them of policy development and engagement opportunities
- Builds capacity and wellbeing of mental health carers through identifying, sourcing, promoting or building resources and education
- Implements engagement activities that identify issues of importance for mental health carers
- 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
- Maintains transparent relationships with all stakeholders by fostering a relationship built on trust
- Engages in service promotion and outreach as required, promoting the whole of Carers ACT
- Shares insights on what is occurring in the carer and mental health sectors with members of the carer support teams
- Builds and sustains networks to understand sector dynamics to increase effectiveness

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:

- Relevant qualifications (Psychology, Mental health, Health Sciences, Public policy etc.)

The following documents must remain current:

- WWVP card with NDIS check
- Driver's licence

Other desirable certifications:

- Mental health training (Mental health first aid, Applied suicide intervention skills training (ASIST), or Accidental Counsellor)

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: