

Policy and Advocacy Lead

POSITION DESCRIPTION

Position Title:	Policy and Advocacy Lead
Department:	Hume Riverina Community Legal Service
Location:	Level 1, 9 Stanley Street, Wodonga, but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation
Award:	Victorian Community Legal Centres Multi Enterprise Agreement 2024-2027
Classification:	Social and Community Services (SACS) Level 6
Travel:	Travel to local and regional offices is required from time to time using a fleet vehicle

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety, as well as psychosocial wellbeing, fostering recovery from adversity through the creation of a trauma-informed community. Through the implementation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued, supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with Upper Murray Family Care's (UMFC) purpose that every child and young person is cared for and Hume Riverina Community Legal Service's vision of a society where everyone has equal opportunity and fair access to justice, the Policy and Advocacy Lead will oversee the coordination of the service's law reform, policy, advocacy initiatives researching legal and social issues affecting clients, analysing data and trends, preparing policy submissions and reports, meeting with stakeholders and government representatives, participating in sector forums, developing advocacy campaigns, and collaborating with lawyers to ensure client experiences inform broader law reform efforts.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Director - HRCLS
Supervises directly:	NIL
Communicates internally primarily with:	HRCLS staff, volunteers, and students, UMFC Marketing Engagement Officer and other relevant staff within UMFC
Communicates externally primarily with:	Law Reform and Policy Workers, Community Development Managers and Project Workers within CLC sector and related community organisations, local media and local, State and Federal politicians and advisors, peak body staff i.e. VLA, LANSW, FCLC, CLCNSW, CLCA

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 Law Reform, Policy and Advocacy

- Coordinate and lead the Law Reform, Policy and Advocacy work for the service aligning with the HRCLS Strategy and informed by the systemic issues and clients' lived experiences.
- Develop HRCLS law reform and policy platform and priorities.
- Lead the development of high-quality policy and advocacy materials, including submissions, position papers, briefings, reports, budget submissions, campaign messaging, articles and other materials, as needed, that target key decision-makers and audiences in accordance with HRCLS priorities.
- Monitor and identify systemic issues in law and policy, and internally within HRCLS casework data, providing regular analysis and updates to the team and leadership team.
- Develop and implement advocacy campaign strategies to respond to systemic law and policy reform issues.
- Contribute to and implement campaigns that involve effective engagement and advocacy to achieve change.
- Monitor and analyse relevant policies and media and provide high-quality advice on critical developments in state and federal law and social policy, including responding to media enquiries and developing media releases as directed.
- Support and collaborate with HRCLS Principal Lawyers and engage HRCLS staff to achieve law reform objectives.

KRA 3.2 Stakeholder Engagement

- Liaise with key policy, advocacy and research stakeholders and networks to ensure HRCLS is well informed about key policy, research and advocacy developments in key areas guided by HRCLS priorities
- Represent HRCLS in various forums, including consultative and advisory committees within the CLC sector (state and federal)
- Develop and strengthen HRCLS networks with decision makers and other key stakeholders to support HRCLS's policy priorities

KRA 3.3 Strategic Projects Lead and contribute to strategic projects to advance the HRCLS Strategy as identified by the HRCLS Director, including: • Proactively identify strategic opportunities, challenges, and risks to HRCLS and make recommendations • Contribute to monitoring and evaluation, including data tracking and analysis • Collaborate with the Principal Lawyers to ensure that HRCLS casework insights, data and clients' lived experience inform policy and law reform innovations • Legal needs analysis projects as identified
KRA 3.4 Reporting, Funding and Stakeholder Engagement Coordinate with the Director of HRCLS to ensure that all reporting and funding requirements are met relating to communications, law reform and advocacy, network meetings and stakeholder management.
KRA 3.5 Risk Management and Compliance Work collaboratively with Senior Leadership and Operations team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.
KRA 3.6 Child Safety and Cultural Inclusion Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children, including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).
KRA 3.7 Organisational Culture and Values Contribute to the creation and maintenance of a culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.
KRA 3.8 Team Collaboration and Professional Development Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.
KRA 3.9 OHS Compliance, Physical and Psychosocial Safety Responsibilities • Actively fulfil all Occupational Health and Safety (OHS) responsibilities relevant to this position, including both physical and psychosocial safety obligations. • Actively identify and report physical and psychosocial hazards in the workplace • Participate in risk assessments and implement agreed controls to reduce physical and psychological harm • Support a positive workplace culture that promotes emotional, psychological, social and physical wellbeing, with colleagues and clients. • Contribute to maintaining a safe, trauma-informed environment consistent with UMFC's policies, values and procedures.
KRA 3.10 Additional Duties Other duties as directed.

4. PHYSICAL REQUIREMENTS OF THE POSITION

Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%

- Sitting – Frequent
- Standing/walking - Frequent
- Computer based tasks – Frequent
- Driving – Regular
- Lifting – Regular
- Twisting/carrying – Regular

5. KEY SELECTION CRITERIA

COMPULSORY:

- 5.1 Relevant tertiary qualifications and demonstrated experience in community development, project coordination, law, communications, policy, social work, or a related field
- 5.2 Proven experience in government engagement, advocacy campaigns, or political relations
- 5.3 Demonstrated ability to develop and implement effective advocacy strategies with measurable outcomes
- 5.4 Strong existing networks across community, sector, and political stakeholders
- 5.5 Excellent written communication skills, with the ability to produce clear, accurate, and concise documents, including submissions
- 5.6 Demonstrated ability to work collaboratively in a cooperative, respectful, and team-oriented environment and ability to work independently while recognising limitations, seeking support when needed, and effectively prioritising workload to meet deadlines and respond to the needs of key partners and service users
- 5.8 Strong verbal communication skills, with the ability to explain complex information clearly across a variety of audiences and platforms
- 5.7 High-level computer literacy, including proficiency in Microsoft Office Suite (Teams, Outlook, Word, SharePoint, PowerPoint) and client management systems

DESIRABLE:

- 5.8 Sound knowledge of the issues affecting the public in accessing community legal services, particularly in regional, rural and remote areas (RRR) of Victoria and NSW
- 5.9 Preparation and develop Community Legal Education/professional development/webinars/presentations

PERSONAL ATTRIBUTES:

Demonstrated ability to:

- **Positive attitude and team values** – be a team player and to put into practice passion for social justice whilst upholding the values of UMFC
- **Excellent interpersonal skills** – build relationships with various groups of people (colleagues, other professionals, stakeholders, clients), assess situations and environment and adapt communication style to fit
- **Resilient and adaptable** – be flexible and agile with openness to pivoting as organisational priorities change

- **Creative and innovative** – take initiative, be innovative and a creative problem solver
- **Emotional Intelligence/empathy** – manage complex situations and stories of trauma from service providers and service users with empathy and an understanding of own wellbeing

6. ADDITIONAL COMPLIANCE REQUIREMENTS OF THE POSITION

- 6.1 A satisfactory National Police Check (International Police Check if relevant)
- 6.2 A satisfactory Victorian and NSW Working with Children Check
- 6.3 Current driver's licence

7. WORK CHALLENGES/PRESSURES

- Meeting deadlines under time constraints
- Competing program and organisation priorities
- Working with clients' expectations and meeting their needs
- Working with distressed clients with complex needs often affected by trauma and experiencing multiple issues
- Regular problem solving / challenges around various legal issues, referral options and cross border issues
- Understanding and dealing with funding and project evaluation requirements and expectations of funding bodies, external bodies, and consultants
- Establishing partnerships and working with service providers' expectations and understanding of legal issues within professional and ethical boundaries

8. REFLECTIVE SUPERVISION

At UMFC, Reflective Supervision is considered to be an integral part of service delivery and ensures oversight over workforce design and psychosocial hazards. The development of skilled and supported staff is dependent on the support and structured reflection opportunities provided by the Reflective Supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Reflective Supervision has a number of benefits for staff, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review.
- a forum of accountability for those to whom the staff is accountable (clients, organisation, profession).
- a reflective space for staff to identify their strengths, areas for development and any personal issues that may impact their professional practice.
- an opportunity for staff to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.
- reflection on psychosocial hazard exposure, understanding how work impacts wellbeing, and implementing strategies to enhance psychological safety.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- On an individual basis
- For 2 hours per month (pro rata) which may be in a single block or in smaller units.