

COMMUNITY LIAISON

Office of Senator Jordon Steele-John

Senator Jordon Steele-John is a Greens Senator for Western Australia. As a disabled person and one of Australia's youngest Senators, Jordon's office is grounded in the belief that elected representatives have a responsibility to boldly advocate for their communities in Federal Parliament, while supporting people to take collective political action for progressive change.

As a team, we value authenticity, community, resilience, fun, and boldness. These values shape how we work and how we pursue meaningful political outcomes for people and the planet.

We're looking for a person to join our team in the role of Community Liaison, based in our Perth office. In this role, you would be a welcoming point of contact for the Perth electorate office and help build engagement between the community and the work of the Senator.

Senator Steele-John works across the portfolios of Health, Mental Health, Youth, Disability Rights and the National Disability Insurance Scheme.

This role is 0.6FTE and works alongside another staff member who performs similar constituent support and correspondence functions. The two roles work collaboratively to provide consistent coverage and continuity across the office, including daily correspondence, inbox triage, use of office systems including Outlook, VoterID, Google Workspace, and answering the office telephone.

This position is covered under the Members of Parliament (Staff) Act 1984, with employment conditions outlined in the [Commonwealth Members of Parliament Staff Collective Agreement 2024-2027](#).

Conditions: Electorate Officer A (EOA-1 \$77,071 - EOA-3 \$81,594 pro rata, dependent on experience) + an allowance of up to \$4800 in recognition of, and as compensation for, working reasonable additional hours beyond ordinary hours of work.

- △ **Superannuation:** 15.4%
- △ **Workload:** 0.6FTE, ongoing position.
- △ **Start Date:** From September 2026
- △ **Probation Period:** Three Months
- △ **Location:** Perth
- △ **Line Manager:** Chief of Staff
- △ **Direct Reports:** 0

About The Role:

This role is the primary point of contact for people who contact Senator Steele-John's office. The position provides constituent support and advocacy, manages public correspondence, and assists the team with administrative and communications tasks as required:

- Providing individual advocacy, representation and support to members of the Australian community, including assistance with accessing government services such as the National Disability Insurance Scheme (NDIS), Disability Support Pension (DSP) and immigration services.
- Providing a welcoming and professional first point of contact for constituents visiting the office, including meeting and assisting people at the front door and responding appropriately to their needs.
- Managing correspondence and enquiries from members of the public, including:
 - Answering the office telephone and responding to enquiries.
 - Monitoring, managing and triaging the Senator's inboxes.
 - Drafting and sending emails and letters in accordance with agreed messaging guides and processes.
 - Responding to correspondence from members of the public and organisations.
 - Responding to constituent enquiries received through the Senator's social media channels, as required.
 - Using office systems and software, including Microsoft Outlook, Google Workspace and VoterID.
- Coordinating opportunities for the Senator to speak directly with constituents, including arranging calls, meetings and other appropriate forms of engagement.
- Undertaking administrative tasks associated with constituent support, including preparing correspondence and printing and posting letters.
- Identifying and reporting emerging trends, issues and themes in constituent enquiries to help inform the Senator's parliamentary, policy and campaign work.
- Attending regular team meetings and training.
- Working in accordance with Occupational Health and Safety, Access and Inclusion, and other workplace policies, processes and compliance requirements.
- Undertaking other duties as directed by the Senator or Chief of Staff.

The skills and experiences we're looking for:

Our selection criteria for this position are outlined below. If you feel you meet most, but not all, of the selection criteria, please do not be dissuaded from applying. First Nations People, people of culturally diverse backgrounds and disabled people are actively encouraged to apply.

We are looking for someone who:

1. Has experience supporting people, including people who may be distressed, vulnerable or experiencing complex circumstances. You can listen with empathy, provide appropriate information and support, maintain boundaries, and respond calmly to challenging situations. Experience, or working toward a qualification in social work, counselling, constituent support, community advocacy or community services will be viewed favourably.
2. Shares a strong commitment to the Australian Greens Principles and Charter and demonstrates an understanding of the values that underpin our work.
3. Has highly developed interpersonal communication skills, both written and verbal, with the ability to build rapport quickly and communicate clearly with people from diverse backgrounds. You can adapt your communication style to meet the needs of different audiences and settings, including face-to-face, telephone, email and social media.
4. Is confident and approachable when dealing with members of the public, including people visiting the office, and can provide a welcoming and professional first point of contact.
5. Demonstrates excellent attention to detail and sound judgement, with the ability to identify issues, undertake self-directed problem-solving and determine appropriate next steps.
6. Has strong digital and administrative skills, including experience answering telephone enquiries and proficiency with Microsoft Outlook, Google Workspace, databases and other computer systems. Experience managing high volumes of correspondence or using constituent management systems will be viewed favourably.
7. Demonstrates professional integrity, discretion and a strong commitment to confidentiality, particularly when handling sensitive personal information and constituent matters.

How to apply:

Please see the attached document for the full list of role responsibilities and selection criteria.

Please submit your resume, a covering letter (saved as a PDF) addressing the selection criteria, and the details of two referees to Sophie Greer via the "Apply Now" button on Ethical Jobs.

Applications must be received by 7 am WST / 9 am AEST on Thursday 10th September 2026.

Additional Information:

- If you have any questions before submitting an application, please contact Sophie Greer, Chief of Staff, at Sophie.Greer@aph.gov.au or (08) 6245 3310.
- Following the closing date, shortlisted applicants will be invited to attend an interview. Interviews may be conducted face-to-face or via video conference. The interview will provide an opportunity for applicants to discuss their skills, experience and approach in relation to the selection criteria. Applicants will also be asked to complete a short written activity and present their response to the interview panel. Depending on the number and suitability of applications received, a second interview may form part of the selection process.
- This role is based in Senator Steele-John's Electorate Office at 140 William Street, Perth. The office is wheelchair accessible and has access to a Changing Places bathroom.
- All employees are required to sign a confidentiality agreement and Code of Conduct prior to commencing employment.