

POSITION DESCRIPTION
POLICY OFFICER

Position Title:	Policy Officer - Health	Department:	Policy & Advocacy
Reports To:	Policy Lead - Health	Location:	Darlinghurst
Direct Reports:	None	Position Dimensions	
Position Purpose:		Industrial Instrument:	NCOSS EBA 2016
The Policy Officer provides support to NCOSS's policy, advocacy and research functions to fulfil our purpose of working in partnership with social service organisations and communities to transform systems, eliminate poverty and create equity. This role has a particular focus on supporting the Policy Lead – Health to meet the organisation's deliverables under the NSW Ministry of Health Ministerially-Approved Grant. The Policy Officer will contribute to projects by undertaking policy analysis and research in collaboration with internal and external stakeholders to support the development of evidence-based policy positions, recommendations and tools.		Delegation authority:	Refer to Delegations Policy

Key Accountabilities	Key Activities
1. Policy Development and Analysis - Contribute to the identification of strategic policy priorities, developing policy expertise and providing policy advice aligned with the NCROSS Strategic Plan, Ministerially-Approved Grant, and stakeholder requirements, as well as emerging challenges and inequities in health that underpin NCROSS's advocacy strategies.	• Identify and collate relevant government policies to support evidence for projects and other activities as required. • Support the Policy Lead – Health and Director of Policy and Advocacy by contributing to policy analysis and briefings, including on issues arising out of the NSW Health NGO Advisory Committee. • Contribute to the production of high-quality policy papers, submissions, and reports that are grounded in robust evidence and consultation with members, the sector, and lived experience advocates. • Support the MAG program's deliverables — six-monthly performance reporting and evidence collation, and the annual health budget submission and post-Budget analysis — as directed by the Health Policy Lead
2. Research - Source and synthesise targeted research and data to produce evidence-based policy outputs and advice on identified policy issues.	• Conduct literature reviews to strengthen NCROSS's advocacy knowledge. • Provide evidence-based policy outputs by conducting or supporting research projects on identified policy issues, including data collection and reports. • Explore new methodologies, tools, and approaches to enhance NCROSS's policy influence.
3. Advocacy and Stakeholder Engagement - Contribute to NCROSS's advocacy efforts by building and maintaining strategic relationships to support its advocacy initiatives.	• Support the Policy Lead – Health in establishing and maintaining collaborative relationships across NSW Health including the central Ministry and Local Health Districts, along with social sector peaks, NGOs, service users, government, and other entities for sharing information and resources.

	• Secretariat support for the Health Equity Alliance stakeholder group convened by NCOSS and chaired by the Policy Lead – Health. • Support NCOSS in identifying and organising capacity-building opportunities for the health and social services sector • Support NCOSS in presenting its role and activities for the NSW social services sector at interagency meetings, research meetings, conferences, and forums. • Support NCOSS events to engage with new and existing members and stakeholders and collect feedback on emerging trends and challenges. • Support research and drafting for the health components of NCOSS's 2027 NSW State Election program, as directed. • Apply the Lived Experience Framework in health engagement, including support for the annual case study.
4. Project Management & Governance - Contribute to, and where directed, coordinate policy projects to support NCOSS's advocacy priorities by applying strong project management and administration processes.	• Develop, implement, and monitor project plans to ensure successful completion of NCOSS projects. • Ensure NCOSS research and policy documents are securely stored in relevant file systems. • Support NCOSS's continuous quality improvement by providing input on sector feedback and internal policies and procedures related to policy administration.
5. Organisational Alignment and Development - Contribute to NCOSS's success and culture by aligning work with the organisation's values, policies, and codes of conduct and proactively keep your skills and knowledge up to date.	• Uphold the NCOSS values of Tenacity, Courage, Integrity, Connection and Solidarity through regular reflection and daily practice. • Pursue continuous professional development to improve knowledge, skills, and experience to support NCOSS's work.

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| | <ul style="list-style-type: none">• Build and maintain strong working relationships with colleagues to promote collaboration and share resources and insights.• Model the Working Together Charter and comply with NCOSS's child-safe policies.• Take reasonable care for your own and others' health and safety and report hazards, including psychosocial hazards; the right to disconnect applies (Award clause 25A). |
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Qualifications and Experience

- Tertiary qualifications in social sciences, public policy, public health, or a related field, or equivalent work and/or lived experience.
- Demonstrated experience in policy research and analysis within the social services sector, government or an advocacy organisation, including experience gained through study, volunteering or lived experience.
- Experience engaging with stakeholders across government and NGOs in support of policy development and advocacy.
- Experience in the health or community sectors is desirable.

Core Competencies

1. **Commitment to Mission** - Demonstrates a strong commitment to NCOSS's goals of promoting social justice and alleviating poverty. Understands and embodies the organisation's values in all activities.
2. **Ethical Integrity** - Acts with integrity and professionalism, adheres to NCOSS's ethical guidelines, and complies with legal and regulatory requirements.
3. **Adaptability and Resilience** - Maintains effectiveness in varying environments and with different tasks, responsibilities, or people. Quickly adapts to change and overcomes obstacles.

Functional Competencies

4. **Technical Proficiency** - Possesses the necessary technical skills required for policy research, analysis, and reporting. Stays updated with industry trends and applies best practices effectively.
5. **Project Management** - Organises, prioritises, and manages policy projects with attention to detail and deadlines. Demonstrates strong organisational skills to ensure project success.
6. **Problem Solving and Innovation** - Approaches policy challenges logically and creatively, identifies solutions, and effectively solves problems while fostering innovation within NCOSS's policy work.

Interpersonal Competencies

7. **Communication Skills** - Communicates clearly and effectively both verbally and in writing. Demonstrates strong listening skills and the ability to convey complex information in an understandable manner.
8. **Stakeholder Engagement** - Builds and maintains positive relationships with a variety of stakeholders, including team members, partners, government bodies, and the broader community.
9. **Cultural Humility and Inclusivity** - Shows respect and sensitivity towards cultural differences. Promotes a harassment-free and inclusive environment in all NCSS-related activities.

Personal Effectiveness Competencies

10. **Self-Management** - Manages stress, personal schedule, and workload effectively. Demonstrates self-awareness and maintains a positive professional demeanour.
11. **Learning and Development** - Seeks opportunities for personal and professional growth. Encourages a learning environment within NCSS and actively contributes to ongoing professional development.

Performance Review and Variation

12. The officer's objectives are set and assessed annually with the Health Policy Lead under the NCSS performance framework, with a mid-year check-in. This position description is reviewed annually alongside that process and may be varied only by written agreement, consistent with EBA clauses 8.4–8.5.

POSITION DESCRIPTION
POLICY OFFICER

Position Title:	Policy Officer - Community	Department:	Policy & Advocacy
Reports To:	Policy Lead - Communities	Location:	Darlinghurst
Direct Reports:	None	Position Dimensions	
Position Purpose:		Industrial Instrument:	NCOSS EBA 2016
The Policy Officer provides support to NCOSS's policy, advocacy and research functions to fulfil our purpose of working in partnership with social service organisations and communities to transform systems, eliminate poverty and create equity. This role has a particular focus on supporting the Policy Lead – Communities to meet the organisation's deliverables under the NSW Community Sector Peaks Program. The Policy Officer will contribute to projects by undertaking policy analysis and research in collaboration with internal and external stakeholders to support the development of evidence-based policy positions, recommendations and tools.		Delegation authority:	Refer to Delegations Policy

Key Accountabilities	Key Activities
1. Policy Development and Analysis - Contribute to the identification of strategic policy priorities, developing policy expertise and providing policy advice aligned with the NCOSS Strategic Plan, Community Sector Peaks Program deliverables, and stakeholder requirements, as well as emerging challenges and inequity that underpin NCOSS's advocacy strategies.	• Identify and collate relevant government policies to support evidence for projects and other activities as required. • Support the Policy Lead and Director of Policy and Advocacy by contributing to policy analysis and briefings, including on issues arising out of stakeholder engagement. • Contribute to the production of high-quality policy papers, submissions, and reports that are grounded in robust evidence and consultation with members, the sector, and lived experience advocates. • Support CSPP deliverable reporting and evidence collation, including annual service plan milestones, as directed by the Policy Lead.
2. Research - Source and synthesise targeted research and data to produce evidence-based policy outputs and advice on identified policy issues.	• Conduct literature reviews to strengthen NCOSS's advocacy knowledge. • Provide evidence-based policy outputs by conducting or supporting research projects on identified policy issues, including data collection and reports. • Explore new methodologies, tools, and approaches to enhance NCOSS's policy influence.
3. Advocacy and Stakeholder Engagement - Contribute to NCOSS's advocacy efforts by building and maintaining strategic relationships to support its advocacy initiatives.	• Support the Policy Lead in establishing and maintaining collaborative relationships across relevant ministerial departments, along with social sector peaks, NGOs, service users, government, and other entities for sharing information and resources. • Secretariat support for stakeholder groups convened by NCOSS and chaired by the Policy Lead.

	• Support NCOSS in identifying and organising capacity-building opportunities for the social services sector • Support NCOSS in presenting its role and activities for the NSW social services sector at interagency meetings, research meetings, conferences, and forums. • Support NCOSS events to engage with new and existing members and stakeholders and collect feedback on emerging trends and challenges. • Support research and drafting for NCOSS's 2027 NSW State Election investment cases, as directed. • Apply the Lived Experience Framework in engagement and research support, including informed consent and remuneration practice.
4. Project Management & Governance - Contribute to and, where directed coordinate, policy projects to support NCOSS's advocacy priorities by applying strong project management and administration processes.	• Develop, implement, and monitor project plans to ensure successful completion of NCOSS projects. • Ensure NCOSS research and policy documents are securely stored in relevant file systems. • Support NCOSS's continuous quality improvement by providing input on sector feedback and internal policies and procedures related to policy administration.
5. Organisational Alignment and Development - Contribute to NCOSS's success and culture by aligning work with the organisation's values, policies, and codes of conduct and proactively keep your skills and knowledge up to date.	• Uphold the NCOSS values of Tenacity, Courage, Integrity, Connection, Solidarity through regular reflection and daily practice. • Pursue continuous professional development to improve knowledge, skills, and experience to support NCOSS's work. • Build and maintain strong working relationships with colleagues to promote collaboration and share resources and insights. • Model the Working Together Charter and comply with NCOSS's child-safe policies.

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- Demonstrated experience in policy research and analysis within the social services sector, government or an advocacy organisation, including experience gained through study, volunteering or lived experience.
- Experience engaging with stakeholders across government and NGOs in support of policy development and advocacy.
- Experience in the community services sectors or adjacent fields is desirable.

Core Competencies

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2. **Ethical Integrity** - Acts with integrity and professionalism, adheres to NCOSS's ethical guidelines, and complies with legal and regulatory requirements.
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