

POSITION DESCRIPTION



Position: Policy Officer
Position Level: Social and Community Services Employee Classification Level 4 (as per Northside's Enterprise Agreement)
Reports to: Director (Compliance & Quality)

POSITION OBJECTIVE

The primary objective of the Policy Officer is to develop, review, and update policies across Northside Community Service's diverse service areas, including early education, aged care, housing, case management, and youth engagement. This role involves collaborating with stakeholders, providing expert advice on program and policy implementation, ensuring compliance with legal and regulatory standards, and contributing to the strategic planning and effective service delivery of the organisation. The Policy Officer will also support team understanding and application of policies, manage relevant documentation, and engage in continuous professional development to align with evolving sector requirements.

KEY RESPONSIBILITIES AND DUTIES

- Policy Development and Review across Services:
 - Develop, review, and update policies across diverse service areas including early education, aged care, housing, case management, and youth engagement.
 - Ensure policies align with legal, regulatory, and best practice standards in each service area.
- Stakeholder Engagement and Collaboration:
 - Engage with stakeholders across all service areas, including educators, aged care professionals, housing authorities, case managers, and engagement workers, to gather insights for policy formulation.
 - Facilitate collaborative consultations to understand diverse needs and perspectives.
- Program and Service Advisory:
 - Provide expert advice on policy implications for program delivery in early education, aged care, housing, and youth services.
 - Assist in strategic planning for program development and implementation, ensuring policy alignment.
- Cross-Service Administrative Support:
 - Manage documentation and records related to policies in all service areas.

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- Ensure accessibility and accuracy of policy information for staff and stakeholders.
- Team Leadership and Support:
 - Lead or collaborate on projects that span multiple service areas.
 - Mentor and guide staff in understanding and applying policies relevant to their specific service areas.
- Communication and Reporting:
 - Prepare and disseminate clear policy guidelines and updates to staff across all service areas.
 - Report on policy development progress and outcomes to senior leadership and relevant committees.
- Research and Policy Analysis:
 - Conduct research to understand emerging trends and challenges in early education, aged care, housing, and youth engagement.
 - Analyse data and feedback to inform effective policy development.
- Project Management in Diverse Areas:
 - Manage and coordinate policy-related projects, ensuring they address the needs of each service area effectively.
 - Work within the organisational structure to support Northside's diverse community services.
- Ongoing Professional Development:
 - Stay informed about legislative changes and industry advancements in all relevant service areas.
 - Engage in continuous learning to enhance expertise in policy development for a multifaceted service organisation like Northside.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Policy Development: Demonstrated experience in developing, reviewing, and implementing policies and procedures within a complex organisational framework.
2. Sector Expertise: In-depth knowledge of the community services sector, including early education, aged care, housing, case management, and youth engagement, with a strong understanding of industry trends and regulations.
3. Research and Analysis: Proficiency in conducting research, data analysis, and policy evaluation to inform evidence-based decision-making.
4. Legal and Regulatory Compliance: Familiarity with relevant legislation, standards, and regulations governing community services and the ability to ensure organisational compliance.
5. Stakeholder Engagement: Strong interpersonal and communication skills for collaborating with internal and external stakeholders, including government agencies, community partners, and service users.
6. Strategic Thinking: Ability to contribute to strategic planning, assess policy implications, and align policies with organisational goals and objectives.
7. Documentation and Reporting: Skill in maintaining comprehensive policy documentation, monitoring policy implementation, and preparing reports for internal and external use.

8. **Problem-Solving:** Capacity to identify policy-related challenges and develop innovative solutions to address them.
9. **Team Collaboration:** A collaborative approach to working within a diverse team, providing guidance, and sharing expertise with colleagues.
10. **Adaptability:** Flexibility to adapt to changing priorities, emerging issues, and evolving policy landscapes in the community services sector.
11. **Continuous Learning:** Commitment to ongoing professional development and staying informed about industry developments and best practices.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Able to work some evenings, weekends & public holidays.
- Full driver's licence

QUALIFICATIONS AND/OR TRAINING

- Candidates should have a relevant degree with at least two years of experience, or an associate diploma with substantial relevant experience. Equivalent expertise may also be considered.
- First Aid Certificate (or a willingness to complete).

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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