



POSITION DESCRIPTION

POSITION TITLE **Policy and Research Officer**

CLASSIFICATION **Social, Community, Home Care and Disability Services Industry Award 2010
Social and Community Services Employee Level 4**

TEAM DESCRIPTION

The Policy, Research and Communications team has oversight of the policy, advocacy, research and communications activities and partnerships undertaken by LHA. The aims of the team are to work with legislators, policymakers, and service providers to help them understand and address the needs of LGBTIQ+ people and communities. The team is also focused on supporting LHA members to have a stronger policy voice and to deliver LHA's peak activities. LHA seeks to work in partnership with researchers across the country in a broad range of project areas and to provide leadership to the research community on the issues of LGBTIQ+ health and wellbeing. This team also leads on development and delivery of LHA's conferences in partnership with the management team. Directed by the policy and research activities of LHA's funded programs, the team also engages in LGBTIQ+ issues of significance at the national level.

ROLE OBJECTIVE

The Policy and Research Officer role assists in developing high quality and timely policy papers, submissions, research, discussion papers, events and resources on issues impacting on the health and wellbeing of LGBTIQ+ people, their families and communities, for internal and external purposes. A key focus is on LHA's peak ageing and aged care responsibilities, in line with LHA's Silver Rainbow program and priorities, and guided by input from older LGBTI Australians.

Key priorities include secondary research to support policy and advocacy; responding to external inquiries; engagement with relevant external government and non-government bodies; supporting education and advocacy through effective coordination of events and networking. The role works across LHA teams as well as with older LGBTI people, LHA partners, stakeholders and members as required.

All staff are required to ensure that within their role and delivery of their work, they consider and incorporate the needs of the LGBTIQ+, Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls.

REPORTING STRUCTURE

This position reports to the Director, Policy, Research and Communications.

No direct reports.

PRINCIPAL DUTIES

Ageing and Aged Care (Silver Rainbow)

- Assist LHA to improve the health and wellbeing of older LGBTI Australians, especially through securing opportunities from reforms following the Royal Commission into Aged Care Quality and Safety.
- Support LHA to expand involvement of older LGBTI people in relevant health and wellbeing research, policy development and advocacy nationally.
- Assist LHA to develop networks and engage with the ageing and aged care sector to promote inclusive practice for LGBTI older people.
- Assist the development and dissemination of resources—such as publications, webinars and presentations—to inform older people of supports, services and government policy.

Research and Policy Development

- Keep up to date on issues impacting on the health and wellbeing of LGBTIQ+ people, their families and communities nationally and internationally to ensure LHA and its members can innovate and grow their current knowledge and practice.
- Assist in the research, formulation and documenting of policy positions and responses to relevant government processes, prioritising the policy work of LHA's funded programs.
- Assist in the preparation, on behalf of LHA or jointly with other organisations, submissions to consultative processes such as inquiries, select committees or government departments.
- Support the development and delivery of strategies and campaigns to achieve the goals identified in the LHA Strategic Plan.
- Support the Team's work liaising with government officials, advisors and others to influence decision-making in support of LHA's strategic goals.
- Work with networks of people whose access, expertise or influence can assist in achieving the goals set out in the Strategic Plan.
- Represent LHA where requested and advocate for LGBTIQ+ communities in government and sector processes and forums.
- Engage with internal and external stakeholders to ensure LHA's policy platform is informed by LGBTIQ+ lived experience, member input and quality research.
- Assist in the development of research and policy tools that can be used by LHA members to increase their policy activities.

General

- Contribute to the overall work and development of LHA through active participation in staff meetings, quality improvement processes and professional development activities.
- Participate in team meetings and activities.
- Participate in supervision and performance review.
- Manage workload to meet outcomes in required timeframes and seek support when required.

- Perform other duties as requested from time-to-time by the Policy and Research Team Manager or CEO.
- Occasionally work outside normal business hours, such as evening meetings and work required to meet critical deadlines.
- Travel within Australia as required to undertake these duties.
- Participate in supervision and performance review.
- Adopt continuous learning and improvement processes in all aspects of the position, including participation in mandatory training as required.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures. Ensuring that particular attention is placed on all COVID-19 prevention precautions.
- Understand, implement, participate and promote organisational policies and procedures, and workplace health and safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary qualifications in relation to health, education, social science or other relevant fields, with priority for qualifications in ageing and aged care and/or LGBTIQ+ health and wellbeing.

Essential experience

- Demonstrated understanding of and commitment to the health, wellbeing and human rights of LGBTIQ+ people and communities, including policy issues and the social determinants of health.
- Experience in research and policy consultation, analysis and development, especially through co-design and in conjunction with community members.

Desirable experience

- Experience working within the ageing and aged care sector.
- Experience in planning and implementing strategies and campaigns to bring about change.
- Experience working in environments where a high degree of judgement, confidentiality and sensitivity is required.

Computer Skills

- Good working knowledge of Microsoft Office (Outlook, Word and Excel) and social media.

Aptitude & Interpersonal Skills

- Strong interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Excellent oral and written communication skills.
- Excellent administrative, organisational and prioritisation skills to work with a diverse workload in a timely way.



- Capacity to work productively and collaboratively in a team with LHA, its member organisations and mainstream health and wellbeing organisations
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Demonstrated skills in working effectively and collaboratively in a team.
- Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.
- Proven ability to build professional rapport through phone, email and face-to-face communications.
- Proactive problem-solver and self-starter who shows initiative.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the CEO, Policy and Research Manager, and the organisation.
- Accuracy of data entry, filing, documentation and information management within the organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with organisational standards and timeframes.
- Activities undertaken are fully compliant with statutory, commercial and legal requirements.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of organisational policies and procedures, organisational core values and work health and safety (WHS) requirements.

Signed by the

Policy, Research and Communications Director: _____ Date: _____

Signed by Employee: _____ Date: _____