
POSITION DESCRIPTION

POSITION TITLE	Policy and Research Lead (Health Peak)
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 6

TEAM DESCRIPTION

The Policy, Research and Communications Team has oversight of the policy, advocacy, research and communications activities and partnerships undertaken by LGBTIQ+ Health Australia (LHA). It has carriage of a range of projects and programs designed to address LGBTIQ+ issues of significance at the national level to reduce the health and wellbeing disparities experienced by LGBTIQ+ populations. It works with legislators, policymakers, peak bodies and service providers to increase understanding, capacity and collaboration. It supports LHA members to have a stronger policy voice and to deliver LHA's peak activities. It works in partnership with researchers and provides 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 LHA leadership Team.

ROLE OBJECTIVE

The Policy and Research Lead position drives delivery of LHA's program of policy, research and peak organisation work for the health and wellbeing of LGBTIQ+ populations. The role holder will collaborate across LHA to develop and maintain a cohesive program of policy, advocacy, research and communications activities. The position is responsible for coordinating the relevant resources, staff, consultations and external stakeholders to deliver agreed projects.

The position involves identifying effective strategies and developing, as appropriate, high quality and timely policy papers, submissions, research, discussion papers, events and resources for internal and external purposes. Priorities include secondary research to support policy and advocacy; responding to external inquiries; engaging with elected representatives, government and non-government bodies; and supporting education and advocacy through coordination of events and networking. The role works across LHA teams as well as with LHA partners, stakeholders and members.

Staff are required to ensure that in the 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

Strategic

- Lead LHA policy, research and advocacy action to improve the health and wellbeing of LGBTIQ+ Australians, including developing and implementing strategies to secure structural reform.
- Collaborate with LHA member organisations to identify and respond to emerging needs nationally and assist members to innovate and grow their current knowledge and practice.
- Consult broadly and effectively with LHA members, government, researchers, sector partners, LGBTIQ+ communities and other stakeholders to develop evidence-based policy.

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- **Represent LHA in discussions, consultations and negotiations with elected representatives,** government agencies, peak organisations and sector partners.
 - Provide expert, accurate and comprehensive advice internally and externally on a wide range of complex and specialised areas of LGBTIQ+ health and wellbeing.

Research and policy development

- Maintain broad and current knowledge on diverse issues affecting the health and wellbeing of LGBTIQ+ people, their families and communities nationally and internationally.
- Monitor relevant national policy and legislative developments to identify and guide possible LHA action and response.
- Consult, research, formulate and document policy positions and responses to government processes, prioritising policy work within LHA's funded programs.
- Work with LHA membership and communications staff to develop policy tools that can be used by LHA members to increase their knowledge and policy activities.
- Coordinate the operation of LHA advisory committees established to provide lived experience and/or expert input into LHA policy, advocacy and projects.
- Collaborate with LHA programme staff, including Silver Rainbow and QLife, to provide research, policy and advocacy support.

Project management

- Manage the timely and cost-effective delivery of projects, programs and resource development as required to meet the objectives of the position, within available LHA budgets and resources.
- Prepare, on behalf of LHA or jointly with other organisations, submissions to consultative processes such as inquiries, select committees or government departments.
- Maintain and develop, in collaboration with other LHA staff, regular programs of webinars and other online activities to promote understanding of LGBTIQ+ health and wellbeing issues.

Stakeholder engagement

- Liaise with government officials, advisors and others to influence decision-making in support of LHA's strategic goals.
- Develop and work with networks of people and organisations whose access, expertise or influence can assist in achieving LHA's goals.
- Meaningfully engage with internal and external stakeholders to ensure LHA's policy platform is informed by LGBTIQ+ lived experience, member input and quality research.
- Represent LHA where required and advocate for LGBTIQ+ communities in government and sector processes and forums.

General

- Contribute to the overall work and development of LHA through active participation in staff meetings, quality improvement processes and professional development activities.
- Contribute to improving work practices and procedures to strengthen the effectiveness and efficiency of the Research, Policy and Communications Team.
- 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.

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- Perform other duties as requested from time-to-time by the Policy, Research and Communications Director or CEO.
 - Occasionally work outside normal business hours, such as evening meetings and work required to meet critical deadlines.
 - Travel within Australia where essential to undertake these duties.
 - Support and supervise (on occasions) other staff on the Policy, Research and Communications Team to deliver work outcomes on time and to agreed standards.
 - 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.
 - 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 policy, public health, gender studies, education, social science or other relevant fields.

Essential

- 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.
- Broad understanding of government and parliamentary processes, including experience working with elected representatives, preferably at a Commonwealth level.
- Experience undertaking high quality research and policy consultation, analysis and development, especially through co-design and in conjunction with community members.
- Skill managing and delivering projects through diverse strategies, involving a range of components and diverse internal and external stakeholders.
- Expertise writing in plain English for external audiences, such as print material, research, internet, briefings, journals and/or social media.

Desirable

- Experience in planning and implementing strategies and campaigns to bring about change.
- Experience working in environments requiring a high degree of judgement, confidentiality and sensitivity.
- Knowledge of the health sector in Australia.

Computer skills

- Good working knowledge of Microsoft Office (Outlook, Word and Excel) and social media.
- Knowledge of Teams, Zoom, NationBuilder and Microsoft Planner is desirable.

Aptitude and interpersonal skills

- Capacity to respond quickly to urgent and emerging issues, while balancing medium and long-term projects and strategic priorities.
- Excellent oral and written communication skills.

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- Strong interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
 - 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.
 - Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
 - Strong initiative, self-motivation and ability to work autonomously and as part of a team.
 - Proven ability to build professional rapport through phone, on-line, email and face-to-face communications.
 - Proactive problem-solver and self-starter who shows initiative.

KEY PERFORMANCE INDICATORS (KPIs)

- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the CEO; Policy, Research and Communications Director; and the organisation.
- Member and stakeholder service and satisfaction, including internal and external (customer, staff, member, stakeholder feedback).
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with organisational standards.
- Use of LHA systems for collaboration and planning, including Teams, Outlook, Planner, One Note and Nation Builder in line with agreed LHA procedures.
- Accuracy of data entry, filing, documentation and information management within the organisation's database and systems.
- 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 instructions and completing tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, using and promoting organisational policies and procedures, organisational core values and work health and safety (WHS) requirements.

Policy, Research and Communications Director: _____ Date: _____

Signed by Employee: _____ Date: _____