



Position Description

Policy and Engagement Officer

Position Description: **Policy and Engagement Officer**

General Details	
Title: Policy and Engagement Officer	Classification:
Reports to: Chief Executive	Industrial:
Program/Unit:	Direct Reports: Nil

Role Purpose

The Policy and Engagement Officer provides strategic advice to the Chief Executive on issues of importance to older South Australians, supporting COTA SA's mission to advance the rights, interests and futures of South Australians as we age. Using a range of engagement, research and communication methods, the Policy and Engagement Officer is responsible for identifying, researching, drafting and promoting COTA SA's policy through collaboration with older people and other key stakeholders including Government and the media. The Policy and Engagement Officer oversees COTA SA's representation on external consumer bodies, assists with the work of the COTA SA Policy Council and other advisory and think tank forums, represents COTA SA to Government and other organisations, and coordinates public policy-related inquiries.

Function	Key Responsibilities
Policy and advocacy research	<ul style="list-style-type: none"> Identify issues of importance to older South Australians and advise the Chief Executive on appropriate policy positions to address these. Ensure that the diversity of older South Australians is reflected in understanding and communicating about policy and advocacy. Conduct a range of research and engagement activities to recommend the issues and solutions that will form the basis of COTA SA advocacy and policy development. Critically analyse policy and legislative developments affecting older South Australians Conduct research and draft major reports and submissions and produce them in formats that will have broad appeal and accessibility. Recommend and action a range of advocacy strategies to support policy recommendations.
Community and consumer engagement	<ul style="list-style-type: none"> Proactively undertake direct consultation with older South Australians to understand what matters to them. Coordinate webinars, events and activities that enable the engagement of older people of diverse backgrounds to contribute to policy and advocacy. Contribute to the COTA SA Policy Council and other advisory bodies including through the preparation of workshops, discussion papers and other opportunities to receive feedback and advice. Engage with older people, designing and delivering consultations with diverse groups throughout South Australia including older people identifying as LGBTI, CALD, Indigenous, low SEIFA, in regional areas and those who are "offline". Effectively maintain, build and manage relationships with external stakeholders, including MPs, consumer groups, government officials, sector leaders and community leaders. Advocate respectfully and effectively with and for older people.
Policy and advocacy communication	<ul style="list-style-type: none"> Work closely with the Communications Advisor and the external communications agency to achieve policy and advocacy communications and releases that are contemporary, accessible, engaging and able to be shared across a range of written and digital formats.

	<ul style="list-style-type: none"> • Convene events, webinars and other forums that promote the engagement of older people and stakeholders in issues and topics that matter to older people. • Produce content for COTA SA's internal and external publications and channels and contribute to social media in relation to policy and advocacy content. • Provide strategic policy advice to ensure engagement, policy and advocacy activities make the most of partnerships, the influence and direct contribution of older people and evidence and solution-based research. • Undertake follow up for individual constituents (including through engaging, training and supporting volunteers) with issues that contribute to systemic solutions.
Other Duties	<ul style="list-style-type: none"> • Be trusted within COTA SA to provide expert advice, content and communications in relation to policy and advocacy. • Undertake other duties as required within sphere of competence and consistent with objectives of this role. • Ensure compliance with WHS requirements including undertaking action to identify and minimise risks and taking appropriate remedial action when incidents occur, and hazards are identified.

Selection Criteria		
	Essential	Desirable
Training/ Qualifications	A degree in public policy, journalism, media, communications, social sciences, economics or related discipline	
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience researching and producing policy and advocacy-based communications in a range of formats. • Experience coordinating and delivering consumer and stakeholder engagement opportunities including online. • Experience of effective engagement and partnership development with internal and external stakeholders. • Experience and knowledge in all forms of contemporary media - social media, media production, communication and dissemination techniques including creative and alternative methods to inform a diverse audience. 	<ul style="list-style-type: none"> • Demonstrated in-depth knowledge of issues facing older people, or experience working with older people of diverse backgrounds. • Understanding of Australian Privacy Principles and applications for consumer engagement and data management.
Skills/ Abilities	<ul style="list-style-type: none"> • Ability to establish credibility and rapport with stakeholders including individuals from diverse backgrounds. • Strong written, verbal and digital communication skills with the ability to present information simply and clearly. • Ability to use digital platforms including to create and manage systems for research, engagement and maintaining an active COTA SA advocacy profile. 	<ul style="list-style-type: none"> • Familiarity with online CRM platforms.

	<ul style="list-style-type: none"> • Highly developed consumer engagement, communication, organisational, analytical and conceptual abilities. • Outstanding internal and external customer service orientation. • Advanced time management skills and ability to work under pressure and to meet deadlines. • Digital literacy and competence in Microsoft Office suite and contemporary databases. • Ability to work autonomously within a team environment. • Positive and energetic attitude to work. • A commitment to support the rights of older South Australians and share our vision of ageing as a time of possibility, opportunity and influence. • Commitment to upholding professional WHS practices and personal wellbeing. 	
Licences/ Certificates	<ul style="list-style-type: none"> • A satisfactory National Criminal History Record Check • Unencumbered SA Driver's Licence 	

Special Conditions

- Permanent part-time position with hours and salary to be negotiated with the appointee.
- This position will require, from time to time, flexibility of working hours.
- Regular travel within metropolitan Adelaide and regional South Australia is a requirement of the position.
- Interstate travel will be required of the position from time to time.
- The position is subject to an initial six-month period of probation and regular performance reviews.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____