

Position Description

Position	Policy Officer (Aboriginal and/or Torres Strait Islander Identified)
Reports to (position title)	<i>Director Policy and Campaigns (DPC)</i>
Direct reports:	<i>o</i>
Indirect reports:	<i>o</i>
Scope	<i>Within Consumer Action, this position works closely with other policy and campaigns team members, financial counsellors, solicitors and the First Nations Engagement Lead.</i> <i>Externally, this position represents Consumer Action to stakeholders, policy makers and decisions makers in Victoria and across Australia, often in collaboration with other consumer advocacy organisations, community legal centres and financial counselling services with an interest in consumer advocacy matters.</i>

POSITION PURPOSE

The Policy Officer, as a member of the Policy and Campaigns team, will identify, propose and provide policy analysis, research and strategic advice on consumer policy, in collaboration with the First Nations Engagement lead, relevant to Victorian Aboriginal community to further Consumer Action's vision of a just marketplace, where people have power and business plays fair.

Key Accountabilities/Responsibilities:

- Contribute to the development of policy positions relating to matters that advance the interest of First Nations consumers in vulnerable circumstances or on low incomes
- Undertake policy research and prepare briefs, reports and other materials in support of policy and advocacy activities.
- Contribute to and as directed, prepare submissions as part of relevant government and regulatory processes so that Consumer Action's position is communicated and the Centre is recognized as a key stakeholder and credible expert in these processes.
- Establish and maintain relationships with key stakeholders and consumer advocates relevant to the position's policy areas.
- Under the direction of DPC, represent Consumer Action at relevant forums and work co-operatively with identified stakeholders so that Consumer Action contributes to policy development and is a credible voice in public debate on issues of importance to low income and vulnerable consumers.

- Cooperate with and support the work of other advocacy organisations where this assists us to achieve good outcomes for consumers and builds capacity in the sector.
- Contribute to developing team and organisational goals as part of team planning processes.
- Work with the legal practice and financial counselling service and relevant stakeholders to identify and analyse issues arising from casework and contribute to the development of strategy and projects to translate this analysis into advocacy action.
- Work collaboratively with colleagues responsible for communications and campaigns to ensure effective coordination of Consumer Action's public messages and positioning, and where appropriate provide expert commentary on portfolio policy and campaign matters.
- **Qualifications/Experience/Specialist skills:**
- The Policy Officer requires a tertiary degree in a relevant discipline, such as law, economics or public policy, and/or equivalent demonstrated experience in a similar field, together with a commitment to advancing the public interest and social justice.
- Demonstrable high level of literacy supported by advanced word processing skills.
- Familiarity with the theory and practice of policy making and research: with a practical and working knowledge of consumer policy and regulatory issues would be an advantage.

Competencies

- Sound analytical and conceptual thinking skills with an ability to analyse the causes of consumer issues and to understand relevant legislation.
- The ability to work flexibly and collaboratively as part of a small team.
- Curious to understand the multiple dimensions and uncertainties of the problems facing low income and vulnerable First Nation consumers, passionate about collaboratively developing and achieving innovative, practical policy solutions, and motivated to continually update knowledge and engage in critical reflection.
- Can synthesise information from diverse sources and deliver policy analysis and advice in a time-pressured environment.
- Developing ability to identify and analyse policy issues based on the Centre's casework experience and understanding of the relationship between client advocacy and systemic advocacy.
- Communicates in a clear and interesting way; understands the target audience and the objectives of the communication; uses feedback to refine communication; proven capacity to confidently undertake public speaking and represent the organisation through public consultation and media avenues, and effectively use online and other forms of public engagement.
- Cooperates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect.

- Works effectively with autonomy and accountability; self-motivated and can demonstrate initiative, sound time management, and can ask for help and guidance when needed.