

Services Policy Officer

Position Description

Directorate	Strategy and Governance
Reports to:	Director, Governance, Safeguarding and Risk
Direct reports:	Nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Provide policy advice and undertake key projects relating to organisational governance, including review and updates of existing organisational policies, development of new policies, and management of stakeholder consultations.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Strategy and Governance directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Safeguarding and Risk: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; ensuring compliance with legal and regulatory requirements; implementing the Society's Policy Framework and leading the development of organisational policy; safeguarding functions; and developing and implementing the Society's enterprise Risk Management Framework.

Legal and Complaints: this team is responsible for delivering legal services, and privacy and complaints functions.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; developing and implementing related advocacy strategies; and improving the Society's understanding of the causes and consequences of poverty and disadvantage.

Internal Audit: this role responsible for leading the internal audit function and managing and conducting internal audits according to the annual internal audit plan.

Accountabilities and responsibilities

The Services Policy Officer will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Support the maintenance of the organisation-wide policy register, particularly in respect of policies relating to Vinnies Services.
- Review organisational policy to determine if it is fit for purpose, and supports the Society's compliance obligations, particularly in respect of policies relating to Vinnies Services.
- Conduct research to support the development of organisational policy, particularly in respect of policies relating to Vinnies Services.
- Support a wide and diverse range of internal stakeholders in the development and implementation of policies relating to Vinnies Services.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Update and implement key policies relating to Vinnies Services.

Key working relationships

In addition to the Director, Governance, Safeguarding and Risk and their direct reports, the Services Policy Officer will foster close working relationships with:

- Directors and Managers (Vinnies Services)
- Manager, Program and Service Quality (Governance and Strategy).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualification/s and/or experience in research, policy development and implementation.
- Experience in writing and implementing organisational policy in a social services context.
- High level interpersonal and stakeholder management skills.
- Strong analytical capacity, verbal and written communication skills and attention to detail.
- Excellent time management and organisational skills.
- Excellent communication and presentation skills including the ability to develop reports, briefing papers and other documents accurately and in short time frames.
- High-level understanding of current issues facing the not for profit industry and incorporated not for profit organisations.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.