

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Health Policy and Programs

Business Unit: Social Policy

Position Title: Senior Policy Officer

Position Number: P62982 (Several)

Classification: Administrative Services Officer Class 6 (ASO6)

Location: 2-6 Bowes St, Phillip, and Hybrid Working Arrangements

Last Reviewed: August 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

The Health Policy and Programs Division provides advice to the Minister for Health and the ACT Government to meet the health needs of the community. This includes developing policy settings that ensure the right care is delivered in the right place, at the right time, and supports people to better manage their own health.

The Division delivers strategic policy advice, program and project delivery, procurement of non-government services, and engagement across government, non-government and private sector stakeholders.

BUSINESS UNIT OVERVIEW

The Social Policy Section sits within the Health Policy and Strategy Branch. The Branch provides strategic health policy advice on issues impacting the ACT community, including primary care, chronic conditions, disability, LGBTIQ+, culturally and linguistically diverse populations and reproductive health.

The Health Social Policy Section develops policy, legislation, programs and system reforms to improve health outcomes and health equity for diverse and priority populations in the ACT. The Section works in partnership with communities, community organisations, service providers, Canberra Health Services, governments, and across the ACT Government to develop evidence-based policy, commission services,

oversee funded programs and support implementation of key government priorities. The Section comprises three teams:

Family and Inclusion lead policy, program, legislative and commissioning activities to improve sexual, reproductive and women's health outcomes. The team oversees key initiatives relating to reproductive healthcare, abortion services, family health and related reform priorities, including management of significant government investments and service partnerships.

LGBTIQA+ Health leads policy, program and legislative initiatives to improve health outcomes for LGBTIQA+ people, including oversight of funded community health programs, development of inclusive healthcare initiatives, support for advisory mechanisms and implementation of the Variation in Sex Characteristics legislative framework.

Disability Health Policy leads implementation of the ACT Disability Health Strategy 2024-2033 and associated action plans. The team works with people with disability, carers, service providers and government stakeholders to improve access to healthcare, reduce health inequities and drive system reform.

The Section delivers work that is often complex, sensitive and high profile, requiring strong stakeholder engagement, policy capability and collaboration across government and community sectors.

Successful applicants may be allocated to any team within the Social Policy Section based on organisational priorities, skills, experience and candidate preferences where possible. This recruitment round seeks to fill multiple vacancies across the Section and may also be used to establish a merit pool for future opportunities.

POSITION OVERVIEW

The Senior Policy Officer contributes to the development, implementation and evaluation of policy, legislation, programs and strategic initiatives that improve health outcomes and health equity for diverse and priority populations in the ACT.

The role combines policy development with program management, stakeholder engagement, governance and project coordination activities. Working with a degree of independence, the position supports the delivery of government priorities through policy and program implementation, preparation of briefings and government business, management of stakeholder relationships, and coordination of committees, boards, advisory groups and consultation processes.

The position works closely with community organisations, service providers, people with lived experience and stakeholders across government to support service improvement, policy development and reform initiatives. It requires the ability to engage respectfully with diverse viewpoints and translate stakeholder perspectives, evidence and government priorities into balanced policy advice and practical outcomes.

The role operates in a dynamic environment and contributes to work that is often complex, sensitive and high-profile. It requires sound judgement, strong organisational and communication skills, and the ability to manage competing priorities while contributing to policy, program, project and governance outcomes.

WHAT YOU WILL DO

Under the direction of the Assistant Director, the Senior Policy Officer will:

- Contribute to the development, implementation and evaluation of legislation, policy, programs and strategic initiatives that support ACT Government priorities, including the provision of high-quality policy, program and project advice on complex and sensitive issues.

- Prepare and coordinate briefings, correspondence, Cabinet and other government business, ensuring advice is evidence-based, timely and aligned with government decision-making requirements.
- Build and maintain productive relationships with community organisation, government stakeholders, funded service providers and people with lived experience, and support engagement, consultation and collaboration activities.
- Support the delivery and oversight of programs, projects, procurement, commissioning and contract management activities, including monitoring performance, identifying risks and supporting the achievement of agreed outcomes.
- Support governance and accountability mechanisms, including the provision of secretariat services to boards, committees, advisory groups and reference groups, while contributing to an inclusive, respectful and high-performing team culture and undertaking other duties appropriate to the classification.
- This position may involve direct supervision of up to one staff member.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to analyse complex issues, think strategically and provide balanced, evidence-based policy, program and project advice in sensitive and often contested environments, exercising sound judgement within government decision-making frameworks.
2. Demonstrated experience in the development, implementation and evaluation of policy, programs, projects and/or strategic initiatives, including delivery, governance, procurement, contract management, or related activities within government, health or human services settings.
3. Well-developed written, interpersonal and stakeholder engagement skills, including the ability to synthesise complex information, prepare high-quality briefings, correspondence and other documentation, provide effective secretariat support, and build productive working relationships across government, community organisations, service providers and people with lived experience.

Behavioural Capabilities

4. Demonstrated ability to think strategically, analyse complex policy issues and contribute to the development of strategic health policy advice in sensitive and often contested policy environments.
5. Strong interpersonal and oral communication skills, with the ability to work collaboratively, and to liaise with and negotiate with a range of internal and external stakeholders.
6. Displays behaviours consistent with the ACT Public Service values of Respect, Integrity, Collaboration and Innovation, including a commitment to inclusion and accessibility.

Compliance Requirements / Qualifications

- Prior to commencement, the successful candidate will be required to undergo pre-employment National Police Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Policy Officer, Social Policy (position number various) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never