



ACT
Government

Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services

Position Number: E1414

Division: Corporate - Chief Operating Officer

Classification: Executive Level 1.4

Branch: Communications and Engagement

Location: Canberra City/Phillip (Ngunnawal Country)

Position Title: Executive Branch Manager,
Communications and Engagement

Last Reviewed: March 2026

THE AUSTRALIAN CAPITAL TERRITORY GOVERNMENT

When the Australian Capital Territory (ACT) became self-governing in 1989, its Legislative Assembly was given responsibility for both state (e.g., health and education) and municipal (e.g., waste management) functions, making it unique in Australia. As a result, the ACT is sometimes referred to as a city state. The ACT's Chief Minister fulfils the roles of both State Premier and Mayor.

ACT Government Structure

Under a 'one service' structure, services are delivered to the ACT community through nine Directorates:

- ACT Legislative Assembly
- Canberra Health Services
- Chief Minister, Treasury and Economic Development Directorate
- Health and Community Services
- Education
- City and Environment Services
- Digital Canberra
- Justice & Community Safety
- Infrastructure Canberra

Across these Directorates, the ACT Public Service has over 20,000 staff, including full-time, part-time, temporary, and casual positions.

THE DIRECTORATE

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

The Corporate Division provides enabling services critical to the long-term success and sustainability of the Directorate. The Division is responsible for internal audit, governance and compliance, risk management, freedom of information requests, business transformation and systems, communication and engagement, procurement, budgeting and reporting, financial and capital reporting, people strategy, services and culture, performance management, learning and development, and workplace health and safety. Corporate Services is also responsible for the provision of advice and support services to the HCSD, Senior Executives and Ministers.

DUTIES AND RESPONSIBILITIES

Communications and Engagement is responsible for ensuring the Canberra community is well informed on government programs, policies and services, and has meaningful opportunities to inform decision making. Communications and Engagement:

- listens to the people of Canberra and are their voice in government.
- provides the right information, to the right audience, at the right time.
- brings an audience-first lens to all work, informed by research, insights and evaluation.
- works with stakeholders in partnership with a strong client service ethic.
- and is supported by whole of government guidelines, policies and procedures, and guided by an annual whole of government communications and engagement (C&E) plan.

The Executive Branch Manager, Communications and Engagement will lead the Communications and Engagement Branch to build and maintain positive relationships and partnerships across government and the community. It works collaboratively with Ministers' offices, Directors-General, Executives and officers across the ACTPS, and key government and non-government stakeholders, and will:

- Design and implement an annual Communications and Engagement Plan and Budget (C&E), in collaboration with the senior executive leadership team and Ministers.
- Provide strategic communications and engagement advice to Executives and Ministers.
- Ensure the directorate has the capability and capacity to delivery C&E fit for purpose, promoting a learning culture.
- Work collaboratively across the directorate to ensure engagement is embedded in policy and project development.
- Ensure all significant C&E programs are evaluated to demonstrate impact and return-on-investment of spend.
- Comply with WHOG C&E principles and practices and contribute to the WHOG Communications and Engagement Service.
- Participate in WHOG emergency communications, including leading CSD's communications response during in an emergency and during social recovery efforts.
- Contribute to the overall management of the directorate as part of the Directorate management team.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
- This position involves direct supervision of staff.

In addition, Senior Executive Service (SES) Members must do their job in accordance with the closing the gap principle. Further information about the closing the gap principle is included in section 8(4) of the [Public Sector Management Act](#)

Delegations

The Executive Branch Manager exercises delegations under the *Financial Management Act 1996*; *Public Sector Management Act 1994*; and the *Freedom of Information Act 2016*. Legislation can be found at: www.legislation.act.gov.au

WHAT YOU REQUIRE

Applications should address the selection criteria below which are based on the ACTPS Executive Capabilities:

Leads and values people

- Motivates and develops people
- Values diversity and respects individuals
- Builds a culture of improving practice

Shapes strategic thinking

- Inspires a sense of purpose and direction
- Encourages innovation and engages with risk
- Thinks broadly and develops solutions

Achieve results with integrity

- Develops organisational capability to deliver results
- Manages resources wisely and with probity
- Progresses evidence based policies and procedures
- Shows sound judgement, is responsive and ethical

Fosters collaboration

- Listens and communicates with influence
- Engages efficiently across government
- Builds and maintains key relationships

Exemplifies citizen, community and service focus

- Understands, anticipates and evaluates client needs
- Creates partnerships and co-operation
- Works to improve outcomes

Tertiary qualifications in a relevant field are highly desirable.

Executive Capabilities are a way of describing the behaviours that characterise successful ACTPS executives and the values and personal attributes that support these behaviours. They also provide an integrated and consistent means of assisting executives to identify developmental needs and achieve significant and measurable growth in areas such as leadership, strategic vision and effective management.

Information on Executive Capabilities for the ACTPS is available at <https://www.cmtedd.act.gov.au/employment-framework/for-executives/actps-executive-employment-conditions>

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Branch Manager, Communication and Engagement (E1414) and indicates how frequently each of these requirements would be performed. Please note that Community Services Directorate 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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Frequently
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	Frequently

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	Occasionally
Frequent travel – interstate	Occasionally

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	Occasionally