

## POSITION DESCRIPTION

Position:	<b>Manager, Policy, Research and Communications</b>
Reports To:	CEO
Direct Reports:	1 - 3
Status:	Full-Time, Ongoing
Location:	East Melbourne
Level:	SCHADS Level 7 based on experience + Superannuation + Salary packaging

## ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal support and advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

### Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2022-2025 Strategic Plan [here](#).

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## POSITION SUMMARY

The **Manager, Policy, Research and Communications** leads inTouch’s strategic policy and advocacy activities internally and externally. The Manager works closely with the CEO to build the profile and influence of inTouch with all levels of government, policy makers, the media, academia, communities, service providers and other stakeholders.

Demonstrating sector experience and organisational leadership, the Manager supports a specialised unit to undertake research, strategy, analysis, communication, consultations and stakeholder relationship on the key policy drivers that impact temporary visa holders, migrant and refugee women and their communities in the area of family violence.

The Manager is also a member of the inTouch leadership team, with responsibility for building culture, service excellence and delivering on the operational plan.

## KEY RELATIONSHIPS

Internal	Effective working relationships with all inTouch staff, leadership, the Board and NOOR
External	Specialist Family Violence services, multicultural leadership, relevant peak bodies, all levels of government, politicians, service providers, survivor advocates and academic institutions.

## POSITION ACCOUNTABILITIES

- Drive the organisation’s policy agenda and lead the communications activity and direction in alignment with inTouch’s strategic priorities
- Build inTouch’s evidence base to support the development of high-quality research, evidence, policy and communication activities at local, state and national settings.
- Develop, drive and promote inTouch’s responses to policies and programs that impact temporary visa holders, migrant and refugee communities experiencing family violence in Victoria and Australia
- Build strategic relationships locally and nationally that enable inTouch to become an effective leader in supporting temporary visa, migrant and refugee women and their communities in the area of family violence
- Support inTouch leadership and staff to identify, understand and respond to social policy trends, new and emerging patterns of family violence as well as trends and issues that impact inTouch’s service delivery, workforce and clients
- Represent inTouch on local, state and national advisory groups, advocacy activities and committees
- Identify and act on opportunities for projects, research initiatives and partnerships that align with inTouch’s strategic direction
- Develop opportunities to build the work of the Policy, Research and Communications team at inTouch.

## PEOPLE MANAGEMENT

- Lead, mentor and coach staff, promote continuous improvement and provide ongoing feedback and performance management
- Lead direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable
- Develop program plans that align with the operational plan, and support the development of individual team member plans

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- Ensure a safe work environment and compliance with inTouch policies, procedures and legislation

**ORGANISATIONAL MANAGEMENT**

- Drive the implementation of the operational plan within your program and across the organisation
- In partnership with the leadership team, build a strong, robust organisational culture
- Embed a commitment to continuous improvement and innovation across your program and the organisation
- Demonstrate the values of the organisation
- Undertake relevant program and organisational reporting and compliance
- Lead and model service excellence

**EXTENT OF AUTHORITY**

All expenditure and approvals on behalf of inTouch must be aligned to the Delegations of Authority.

**KEY SELECTION CRITERIA**

**Essential**

- Tertiary or post-graduate qualification in social policy, social research, social work, community development of related field
- At least 2 years leadership experience in policy or research
- At least 2 years’ experience in managing a team
- Experience in a social policy role, with a demonstrated ability to analyse and develop policy, produce high quality submissions, reports and position papers. A track record of effective involvement in influencing policy debates
- Thorough understanding of the issues facing women subjected to family violence of migrant and refugee backgrounds
- High-level verbal and written communication skills with the ability to communicate effectively to a range of diverse audiences.
- Financial literacy and budgeting skills

**Desirable**

- Knowledge of the Victorian family violence landscape including current family violence reforms
- Fluency in a second language
- Experience working with migrant and refugee communities

**Personal Attributes**

- Well develop interpersonal and stakeholder management skills
- High ethical standards and values, ability to act with integrity and confidentially
- Ability to sensitively manage stakeholder relationships
- Change agent, commitment to continuous improvement and innovation
- Solution focused
- Pro-active and accountable

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## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 reference checks, a national criminal records check, working with children check, international police check (if applicable), proof of identify, working rights in Australia and any specified qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one weeks' notice.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.
- The successful candidate is required to comply with the inTouch policy for all staff to have full COVID vaccinations unless they have a medical exemption.

## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a covering letter detailing your skills, knowledge and qualification for this position (informed by the key selection criteria) and your resume.

Email your application to [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)

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