

POSITION DESCRIPTION

Position:	Policy & Research Manager
Reports To:	Executive Manager, Government, Corporate Relations and Growth
Direct Reports:	TBC
Status:	Full time / On-going (flexible arrangements available)
Location:	East Melbourne/Hybrid.
Grade:	SCHADS Level 7 base based on experience + super + salary packaging+ additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch delivers integrated and culturally responsive services to migrant and refugee women experiencing family violence. We offer a continuum of support, including culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, and evidence-based policy and advocacy work. Additionally, we focus on enhanced capacity-building across the sector.

Our services are expanding to build on our work with communities, establishing family violence prevention and early intervention programs through direct engagement with individuals, families, community organisations and service providers. These efforts are bolstered by our *inLanguage*, *inCulture* delivery model and a workforce largely comprised of migrants and refugees, ensuring culturally nuanced, expert support in over 20 languages.

For over 40 years, inTouch has assisted over 30,000 women and continues collaborating with partners to empower women, children, and families to thrive and achieve their full potential for a fulfilling life.

inTouch’s 2022-2025 Strategic Plan [here](#).

POSITION SUMMARY

The Policy and Research Manager will have a key role leading inTouch’s strategic policy and research activities to support understanding of family violence in migrant and refugee communities and driving advocacy, systemic change and growth. The role will work closely with the inTouch executive team to build the evidence base for inTouch’s service and program delivery and a strong foundation for advocacy across government, sector, media and community service providers. The position will be responsible for overseeing the development of an outcomes measurement framework to demonstrate our impact and support organisational growth.

The Manager will represent inTouch across key sector and government forums with a focus on the development of policy positions and responses to emerging issues impacting multicultural communities, particularly migrant and refugee women, experiencing family violence.

The Manager will also work collaboratively with the Marketing and Communications team to develop public advocacy strategies and take a leadership role managing the policy and advocacy inputs of the NOOR Survivor Advocate group.

Position Description Policy & Research Manager	Effective Date	13 July 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	13 July 2025	Page 1 of 5

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all program and service delivery staff, including leadership, inTouch Board, NOOR Survivor-Advocates, and volunteers, to ensure cohesive team dynamics and an effective, client-centred approach to policy and research development.
External	Cultivate and sustain productive relationships with a broad network of stakeholders, including counterparts at other family violence and multicultural service providers, peak bodies, government agencies, service providers, communities, survivor advocates and academic institutions.

POSITION ACCOUNTABILITIES

Policy & Advocacy

- Drive inTouch’s policy and advocacy work, including facilitating opportunities for proactive collaboration with government on policy development and funding arrangements, in line with the organisation’s strategic priorities.
- Progress inTouch’s policy agenda through strategic engagement with government and parliamentary processes and independent inquiries by preparing reports, submissions and briefings.
- Work with staff across inTouch to identify systemic issues and relationship opportunities arising from inTouch’s client services and capacity building work.
- Support inTouch leadership and staff to identify, understand and respond to social policy trends, new and emerging patterns of family violence, key policy issues impacting migrant and refugee communities to influence the service delivery, workforce management and client support.
- Lead engagement with the NOOR Survivor Advocate Group on policy, research and advocacy opportunities, ensuring the group is well supported through trauma-informed and lived-experience engagement best practices, and clear on purpose.
- Drive strategies through policy and research to deliver greater impact from lived experience engagement.

Research and Impact Measurement

- Lead the development of a research agenda that establishes a high-quality evidence-based research program and reports that influence government and sector actions.
- Lead the development of an outcomes framework, utilising data and analytics to inform governance, evaluation, risk-management, advocacy and engagement.
- Promote the use of innovative methods of research and evaluation to solve complex challenges and deepen culturally responsive evaluation practices.

Position Description Policy & Research Manager	Effective Date	13 July 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	13 July 2025	Page 2 of 5

- Leading the implementation of research findings by translating findings into the design and development of internal programs and service delivery, including training and development.

Team Leadership and Culture

- Foster an inclusive, supportive environment that encourages innovation, accountability, and continuous improvement.
- Align team efforts with organisational goals and program objectives, ensuring effective cross-departmental collaboration.

Other Responsibilities

- Undertake additional tasks as directed by the Executive Manager or CEO, which may vary based on organisational needs and priorities.

PEOPLE MANAGEMENT

- Ensure a safe work environment and compliance with inTouch policies and legislation.
- Effectively lead staff in all aspects of people management including providing guidance, support and development.
- Ensure positive and inclusive workplace culture.
- Monitor, prioritise and coordinate workflow of direct reports.

KEY SELECTION CRITERIA

Essential

- Tertiary or postgraduate qualification in a relevant field, such as community development, social policy, social work, government policy or law.
- At least 4 years leadership experience in policy or research role, or equivalent.
- Experience in a social policy role, with a demonstrated ability to analyse and develop strategic policy and research agendas.
- Experience producing high quality submissions, reports and briefings.
- Experience developing an outcomes framework, with a demonstrated understanding of impact measurement and data collection.
- Excellent verbal and written communication skills with the ability to tailor communication to a wide range of audiences.
- Understanding of family violence, multicultural and migrant and refugee policy settings, challenges and opportunities for reform.

Desirable

- Knowledge of the Victorian and national violence landscape, including current family violence reforms.
- Experience working with migrant and refugee or multicultural communities.
- Ability to speak a language in addition to English.

Position Description Policy & Research Manager	Effective Date	13 July 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	13 July 2025	Page 3 of 5

Personal attributes

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have sensitive discussions.

Candidates from culturally and linguistically diverse backgrounds, particularly with experience of migration or refugee journeys are strongly encouraged to apply.

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.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day to day work in order to meet the organisation’s audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

Position Description Policy & Research Manager	Effective Date	13 July 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	13 July 2025	Page 4 of 5