

POSITION DESCRIPTION
Research and Policy Officer

Position Information

The Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our Vision is to achieve equality, opportunity, and wellbeing for every person, in every community.

QCOSS is a conduit for change. We bring people together to help solve the big social issues faced by people in Queensland, building strength in number to amplify our voice. We create positive social change through our work in effective advocacy, influencing policy development, engaging, and empowering our members, the social service sector, and communities. QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues.

QCOSS is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation etc. are recognised and celebrated.

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| Position Purpose: | Undertake professional and high-quality research and analysis that translates knowledge and evidence across multiple policy areas into meaningful and accessible information that supports QCOSS' policy and advocacy activities. This role will have a focus on consumer issues related to cost-of-living and energy vulnerability. |
| Reports to: | Manager, Policy and Evaluation |
| Team/Unit/Location: | Brisbane (West End) |
| Qualifications: | Relevant qualifications in Economics, Social Policy, Social Sciences or similar from a recognised tertiary institution is highly desirable and/or relevant demonstrated experience to fulfil the requirements of the position. |
| Hours of Work and Term of Employment: | Full time (38hrs/week) permanent position. This position provides flexible working conditions including flex and time off in lieu provisions. Requests to work part time would be considered. |
| Salary/Classification: | QCOSS/QSU Certified Agreement Level 5 full time \$90,540 – \$94,630 (pro rata part time) dependent on qualifications and relevant experience. Super of 11.5% in addition to salary packaging benefits apply. |

Key Responsibilities

1. Undertake policy analysis and research that will involve activities including interpreting legislation, as well as the analysis of academic and grey literature.
2. Collect and analyse quantitative and qualitative data that informs policy and advocacy.
3. Produce high quality literature review/s, policy position statements, reports, presentations, submissions, and briefing documents that reflect the views of community services and are tailored to the needs of different audiences.
4. Develop innovative, and realistic solutions and recommendations in response to issues impacting on the community service sector and their service users.
5. Manage secure storage of data, records, and reports.
6. Support QCOSS member organisations and other sector stakeholders to contribute to, participate in, and engage with relevant policy and research.
7. Attend government and non-government stakeholder meetings and forums as required, including to foster a culture of collaboration, provide advice and disseminate information.
8. Maintain an up-to-date knowledge of emerging community issues, research, and evidence.
9. Contribute to the design and implementation of projects within agreed timeframes and scope as required.
10. Implement and undertake a range of effective administrative tasks including project management and administration and responding to queries.
11. Participate in and implement continuous improvement activities relating to existing research practices and quality assurance.

JUDGEMENT, REASONING & PROBLEM SOLVING:

While reporting to the Manager, Policy and Evaluation you will be expected to participate as an effective and contributing team member. You will set your own outcomes within established work plans and or priorities and see tasks through to completion. You will display initiative and focus on achieving your own and team objectives even in challenging circumstances. You will refer to the Manager where there is a requirement to elevate a situation outside of your scope of experience and/or knowledge or for communication issues with a sensitive nature.

BEHAVIOURS:

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so, demonstrate our organisational values of:

- Strength
- Optimism
- Respect

INTERPERSONAL SKILLS/COMMUNICATION:

The ability to listen to seek understanding is essential to successfully establishing internal and external relationships to enable you to effectively participate and contribute to the team and organisation. You will confidently present messages within the limit of your skill and expertise.

You will write clearly and concisely with good attention to detail. You will build positive and mutually beneficial relationships with colleagues and stakeholders to deliver on the scope of work.

Selection Criteria

1. Relevant qualifications and/or experience in Social Policy, Economics, Social Sciences or similar, with knowledge and understanding of policy issues related to cost-of-living and energy vulnerability.
2. Demonstrated project management experience including delivering projects across multiple stakeholders within agreed timeframes.
3. Experience in research and policy development related to cost-of-living and/or consumer energy vulnerability.
4. Demonstrated experience to collect, analyse and interpret a range of quantitative and qualitative data to identify and develop solutions and recommendations.
5. Demonstrated experience in using Microsoft Excel to collate and produce meaningful insights from a range of quantitative data sets.
6. Demonstrated ability to prepare a range of high-quality written documents including presentations, reports, briefings, and submissions meeting a diverse range of stakeholder communication needs.
7. Exceptional interpersonal, communication and engagement skills to effectively present information that is logical, succinct, tailored to meet a diverse range of audiences.
8. Commitment to social justice, QCOSS values and the role of the community services sector in delivering services to vulnerable Queenslanders.

Additional Criteria/information:

- The position may involve some out of hours work, and interstate and intrastate travel
- Proof of your COVID-19 vaccination status will be required for this position prior to commencement.