Position Description (Employee)
Social Policy Officer – Access and Inclusion

Division	City Life
Business Unit	Social Programs and Services
Grade/Band	6
Date position description approved	17/09/2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The City of Sydney works to build socially sustainable communities that support a socially just and inclusive Sydney – a city and community that is also more connected, liveable and engaged. As a member of the Social Policy team, this position has responsibility for developing social policy, undertaking research, evaluation and preparing policy advice that is consistent with the City's strategic directions.

Key accountabilities

1. Providing high quality social policy advice and information including preparing briefs, submissions and discussion papers on social policy issues as required

2. Undertaking research and analysis to inform policy development and issues management, including monitoring emerging social policy issues and community needs impacting on the social sustainability and wellbeing of the City's communities, with a focus in the area of access and inclusion for people with a disability

3. Designing and carrying out consultation with both internal and external stakeholders, including the City of Sydney's Inclusion (Disability) Advisory Panel

4. Developing evidence based social policies and action plans that contribute to a connected, inclusive and resilient community and contribute to the implementation of the City's strategic directions

5. Supporting effective implementation of social policies and action plans

6. Responding to and supporting complex issues management

7. Reviewing and evaluating policies and programs to improve efficiency, effectiveness and appropriateness of community programs and services

8. Contributing to the development of evaluation and analysis tools for social programs and services

Key challenges

- Manage numerous concurrent projects, and competing priorities in a complex work environment, including some with tight deadlines

- Build and maintain effective working relationships with numerous internal and external stakeholders

- Work with internal stakeholders and project teams to monitor and implement policies and action plans, including reporting on progress and outcomes.

Key relationships

Who	Why
Internal	
Social Programs and Services	Working with Social Programs staff, City Spaces staff and other business units of the City of Sydney to ensure effective implementation of social policies and strategies
City Design City Projects and Property City Infrastructure and Traffic operations	Providing advice on the accessibility of existing or proposed new facilities and open spaces, including outdoor infrastructure and spaces
City Life People Performance and Technology Communications and Media	Providing advice to assist staff to ensure the City's services, programs, events and communications are accessible and inclusive of people with disability
External	
Inclusion (Disability) Advisory Panel	Act as conduit for communication between the Panel and the City of Sydney Manage panel meetings and appointments
Other Government agencies and disability peak bodies and groups	Ensuring whole of government responses to improving disability inclusion and access in the community
Community	Responding to queries - and communicating with residents, workers and businesses - about the City's work to address barriers faced by people with disability and create an inclusive city.

Key dimensions

Decision making

This position will both work independently and as a member of the Social Policy team under the supervision of the Manager Social Policy. The position will also work collaboratively with different business units on a project or issue basis.

Actions undertaken by the incumbent are subject to the limitations of Council's corporate policies, procedures and safe work method statements and will include: liaison with other businesses and units; determining work priorities and resolving problems.

The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

Reports to

Manager, Social Policy

Number of direct reports

Agency, contractors and casual staff as required

Essential Knowledge, Skills & Experience

- Tertiary qualification in a relevant discipline or extensive work experience in the social or community services field

- Understanding of the policy process including policy analysis, development, implementation and review

- Ability to research social policy issues and evaluate the effectiveness of social policies and community programs

- Highly developed ability to research, analyse and provide clear written and verbal advice and briefings on social policy issues, including preparation of written briefings, submissions and reports

- Demonstrated ability to rapidly acquire knowledge of current social and community issues and trends in the City of Sydney Local Government Area

- A knowledge of, or ability to rapidly acquire knowledge of access and inclusion barriers for people with a disability and contemporary responses

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	**Adept**
Relationships	**Work Collaboratively**	**Adept**
	Communicate and Engage Respectfully	**Adept**
	Community and Customer Focus	Intermediate
	Influence and Negotiate	**Advanced**
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Advanced**
Resources	Finance	Intermediate
	Technology and Information	Intermediate
	Assets and Tools	Foundational
	Procurement and Contracts	**Adept**

This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Work Collaboratively	Adept	• Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Relationships Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Advanced	• Builds and maintains professional relationships inside and outside the organisation • Makes a strong personal impression and influences others with a fair and considered approach

		• Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise
		• Identifies key stakeholders and tests their level of support in advance of negotiations
		• Uses humour appropriately to enhance professional relationships and interactions
		• Pre-empts and minimises conflict by working towards mutually beneficial outcomes
Results Plan and Prioritise	Adept	• Consults on and delivers team/unit goals and plans, with clear performance measures
		• Takes into account organisational objectives when setting and reviewing team priorities and projects
		• Scopes and manages projects effectively, including budgets, resources and timelines
		• Manages risks effectively, minimising the impacts of variances from project plans
		• Monitors progress, makes adjustments, and evaluates outcomes to inform future planning