Position Description Template

POSITION:	Senior Policy and Advocacy Officer
CLASSIFICATION:	SCHADS Level 6
REPORTS TO:	Head of Policy, Advocacy and Government Relations
DATE UPDATED:	August 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQA+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The Policy, Advocacy and Government Relations team collaborates with key stakeholders across the organisation to develop and drive MCM's long-term strategy, enhance its key relationships, advocate for lasting systemic change, embed lived experience and build its external profile.

The primary functions of the Policy, Advocacy and Government Relations team are:

- Government Relations: Building and maintaining strong working relationships with key government stakeholders across state, federal and local governments, including members of parliament, advisers and within the public service.
- Policy development: Developing the research, policy and solutions needed to achieve our vision of an inclusive, fair and equitable society.
- Advocacy: Identifying and implementing advocacy strategies to achieve the change needed, including through Government relations, submissions, engagement with the media, collaborations with other sector organisations or allies.
- Client Lived Experience: Developing, coordinating, and supporting the implementation of an organisation-wide Lived Experience Engagement and Participation (LEEP) Framework.

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POSITION PURPOSE

The Senior Policy and Advocacy Officer works with the Head of Policy, Advocacy and Government Relations to identify, develop and implement multi-faceted policy, advocacy and government relations strategies. The role provides high-level capability in policy, research and campaigns that assists MCM to understand and respond to strategic opportunities and risks; advance our social change and systems change agendas; and build our reputation as a thought leader.

POSITION DUTIES AND RESPONSIBILITIES

Duties of this role may include but are not limited to the following:

Social Policy and Research:

- Development, coordination and implementation of research across MCM, including project management as required. Undertaking research that fulfils the needs of the Group, collaborating with external organisations/institutions where appropriate/beneficial.

- Contribute to organisational understanding of the external environment by monitoring and analysing news and information from government, peak bodies, advocacy groups/social movements, think tanks, academia, the social services sector, and other relevant stakeholder segments. Provide authoritative advice on trends and emerging issues, including news and information that presents risks or opportunities in relation to the MCM Group.

- Source and analyse internal and external quantitative and qualitative data for policy submissions, position papers and other policy and advocacy collateral.

- Working with a range of government, departmental, community, academic, media, individuals, schools and organisations on key public policy issues.

- Develop policy submissions, position papers, and other written material that is designed to promote MCM's thought leadership and engage/influence government.

Advocacy and Campaigns:

- Work with the Head of Policy, Advocacy and Government Relations, to develop, implement and coordinate advocacy strategies that influence government and social policy and to optimise organisational positioning and maximise the organisation's influence.

- Project manage advocacy campaigns and projects, including coordination of internal and external resources.

- Research, analyse and write content for advocacy collateral, including – but not limited to – media statements, fact sheets, background briefings, position papers, journal articles, blogs and advocacy messaging.

- Support 'consumer voice' campaigns (including coaching clients to share their lived experience via media, conferences, events and other relevant forums).

Network Participation:

- Participate in relevant policy and community sector networks, such as VCOSS Policy forums and Youth Affairs Coalition Victoria's working groups.

- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Head of Policy, Advocacy and Government Relations or delegate.

KEY SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications in law, political science or related discipline and/or professional experience in public policy relating to homelessness.
- Demonstrated ability to analyse complex information, prioritise important points and synthesise information from different sources, and provide authoritative advice to Executive and senior management and external stakeholders.
- Experience working in the community sector and/or government, and a demonstrated understanding of the relationship between the community services sector and government funding and policy.
- High-level written skills, including the ability to translate complex information or bureaucratic jargon into plain English and to tell stories.
- Capacity to be flexible and operate in a highly dynamic environment with exceptional interpersonal skills including in communication and a demonstrated ability to build and maintain relationships of trust, positively engage and manage internal and external stakeholders. Capacity to be flexible and operate in a highly dynamic environment with rapidly shifting priorities and tasks.
- Outstanding strategic, conceptual, analytical and creative skills, demonstrated by the ability to understand and interpret the political and social environment, identify the relevant issues and opportunities and apply these in new solutions.
- Computer literacy, including proficiency in Microsoft Office.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee), and the right to work in Australia.

Desirable:

- MCM highly values a diverse workforce and is recognised by the Diversity Council of Australia as an inclusive employer. We strongly encourage applications from people with a lived experience, First Nations people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and people who identify as LGBTIQ+.

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POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:		Number:	0	FTE:	
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:	n/a	Capital:	n/a

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

Internal Relationships	• MCM Executive • Members of Policy, Advocacy and Government Relations Team • MCM operational leaders
External Relationships	• Government and political advisors • Sector partners and peak bodies • Consultants/ subject experts

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference We work in highly effective teams and our people are connected across our organisation We engage proactively with others to deliver outcomes
Courageous	We speak up constructively in line with our convictions We pursue our goals with determination We are passionate about our advocacy role
Curious	We are inquisitive and ask why We challenge the status quo We actively explore the alternatives
Open	We are transparent and have genuine, honest interactions We listen and hear people's voices We value and respect the autonomy of clients We trust one another

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Accountable	We act safely in all our interactions
	We manage within our financial and resource boundaries
	We own our outcomes and decisions
	We are proud of the work that we do

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.