

Position Description



Position Title Policy & Service Delivery Specialist

Job Group JG 5

Division Strategy, Sectors & Research

Our vision is to provide the strategic framework to achieve world leading outcomes for Victorians who have been impacted by road trauma. We do this by establishing trusted partnerships with clients, stakeholders and providers of healthcare and disability services to deliver safe, quality care to support Victorians to get their lives back on track. This is underpinned by evidence based research to ensure we deliver outcomes and value for the Victorian community.

Branch Policy, Service Delivery & Clinical Advisory

Location Geelong

Reports To Team Manager, Policy & Service Delivery

Working with Children Check Required? No

Job Purpose

The Sectors Policy & Service Specialist role will contribute to the development of critical policy changes, impactful improvement programs and initiatives in conjunction with other areas of the TAC that drive, support and improve access to services provided to TAC clients.

The role will assist in determining the suitability of programs and initiatives as well as deliver effective project management and implementation plans to transition initiatives into business-as-usual management. A significant aspect of the role involves high level problem solving to demonstrate the suitability of programs and initiatives through the effective use of data analysis. The role will deliver projects which develop policy and work practices, as well as coach and build capability indirectly within teams across the organisation and stakeholders. To deliver on this the role will cultivate strong partnerships across divisions, while effectively managing the expectations of stakeholders, and ensuring projects and programs are aligned with wider business priorities as determined by the Corporate Strategy.

The role is responsible for influencing TAC staff and reinforcing the value of genuine participation of stakeholders in the development of outcome focused policies, practices and services designed to meet the needs of TAC clients.

The Sectors Policy & Service Specialist roles form part of a flexible resource pool able to mobilise quickly to enable the most critical improvement initiatives across TAC claims divisions are delivered at any point in time.

Key Role Accountabilities

Project Management

- Lead the development and implementation of project initiatives contributing to the successful delivery of project outcomes that meet the strategic business objectives for the Sectors Branches and the TAC
- Negotiate and facilitate implementation plans to transition initiatives into business-as-usual management
- Coordinate the development and implementation of policy & service models/frameworks and business improvement processes to optimise and expand the range of support pathways for TAC clients ensuring alignment with wider business strategies

Our values

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- Develop policy & service delivery outcomes, collect and analyse data, monitor the implementation of policy & service delivery initiatives, and work with the wider Sectors and TAC Claims areas to ensure intended improvements are achieved
- Prepare and deliver where required high quality written reports, papers and presentations including project documentation
- Anticipate and/or identify risks and problems early, quantify these risks and develop and implement strategies to manage, mitigate and resolve expected and unexpected events and issues
- Actively contribute to identification of gaps and opportunities for the development of strategic initiatives
- Lead the development and delivery of project documentation including project briefs, project plans and reports
- Liaise with business intelligence and data science teams to ensure appropriate and robust data analysis informs the development and implementation of project initiatives
- Research external health, trauma and disability policy and trends to inform future initiatives
- Develop and/or assist with procurement models and commercial analysis as required in the development and implementation of project initiatives
- Translate and interpret research and data into practice to inform the development of project initiatives
- Develop and deliver appropriate service models and project initiatives

Stakeholder Management

- Develop and implement communication and engagement strategies with internal and external stakeholders to inform, influence, integrate input and achieve project outcomes
- Develop and maintain strong, collaborative working relationships with stakeholders
- Work closely with and support Sectors Policy & Service Team Managers in managing critical business relationships with internal clients and external partners
- Work closely with and support Sectors Policy & Service Team Managers to ensure project initiatives will be of specific measurable value and outcome focussed

Leadership

- Lead the delivery of effective project management, governance and reporting systems for relevant programs of work
- Actively contribute to business planning and prioritisation of initiatives
- Identify innovative approaches to achieve project goals and objectives
- Work collaboratively within the Sectors Branch and more broadly across TAC to assist in determining the suitability of programs and initiatives as well as the effective transition into business-as-usual management
- Support capability building indirectly within teams, across the organisation and with stakeholders

Agility

- Other duties as requested per business priorities

Key Selection Criteria

Relevant Qualifications, Work Experience & Specialised Knowledge

- A relevant tertiary qualification in health, disability, trauma or related discipline
- Extensive experience and/or knowledge of the health/disability/trauma and/or related sectors
- Demonstrated experience in establishing, influencing and achieving outcomes with internal and external stakeholders

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- Experience in policy and program design, review and analysis
- Experience in program performance monitoring and working with stakeholders to improve client participation and access to support
- Demonstrated experience and expertise in the capture and analysis of input and data received from stakeholders, emerging issues and trends, research and analysis and the ability to formulate that input into program design and delivery
- Highly developed written and verbal communication skills is essential
- Experience in the development of policies and procedures is highly desirable
- Ability to influence the thinking and actions of others
- Experience in working with a broad range of stakeholders
- Planning and organisational skills demonstrated by establishing courses of action to ensure work is completed within agreed timeframes

Capabilities

As well as the technical skills required for the role above, our TAC capabilities are our building blocks for success.

- **Courage** – Standing and speaking up for what is right.
- **Accountability** – Taking accountability and seeing it through.
- **Adaptability** – Adapting to changing needs and conditions.
- **Curiosity** – Openness to new ideas and learning.
- **Systems thinking** – Seeing the whole beyond the parts.
- **Critical thinking** – Analysing issues to form judgements.
- **Empathy** – Connecting with the experience of others.
- **Collaboration** – Working together to achieve shared goals.

Organisational Responsibilities

As per the Victorian Occupational Health and Safety Act 2004, TAC employees must take reasonable care for the health and safety of themselves and others, and not put others at risk by any act or omission. Employees must cooperate with the TAC about any action taken to meet OHS obligations, this includes; following safe work practices and reporting incidents and hazards. Employees must not intentionally or recklessly interfere with or misuse anything at the workplace to support health, safety and welfare.

Uphold the TAC's commitment to inclusion and diversity by role modelling inclusive and respectful behaviours, in line with the TAC's values, capabilities and policies.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

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