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| Position Title | **Policy & Service Delivery Specialist** |
| Job Group | JG 5 |
| Division | **Clients** |
|  | Achieve efficient, just and cost-effective injury recovery and independence outcomes for those injured in transport accidents. This division and its outcomes have a fundamental and direct impact on the performance of the TAC as a whole in the areas of client outcomes, return to work, scheme participation, financial scheme performance, common law resolution, legal, and client experience.  |
| Group | Provider Markets & Commercial |
| Branch | Policy, Service Delivery & Clinical Advisory |
| Location | Geelong |
| Reports To | Team Manager, Policy & Service Delivery |
| Working with Children Check Required? | No |

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| Job Purpose |
| The Policy & Service Delivery Specialist role will contribute to the development of critical claims policy changes relating to health, disability and trauma services. This role will collaborate with other areas of the TAC to drive, support and improve access to services provided to TAC clients.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. A significant aspect of the role involves high level problem solving to demonstrate the suitability of programs and initiatives through an evidence-based approach. Gaining knowledge of the current sectors environment and an ability to apply analysis of this knowledge in the context of policy analysis. The role will use effective project management and implementation plans to transition initiatives into business-as-usual management. 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 Policy & Service Delivery 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. |
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| Key Role Accountabilities |
| **Policy setting*** Develop policy solutions to achieve 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.
* Research external health, trauma and disability policy and trends to inform future initiatives
* Negotiate and facilitate implementation plans to transition initiatives into business-as-usual management
* Coordinate the development and implementation of policy & service models and business improvement processes to optimise and expand the range of support pathways for TAC clients ensuring alignment with wider business strategies
* Prepare and deliver where required high quality written reports, papers and presentations including project documentation
* Anticipate and/or identify risks and problems early using current sector knowledge and intelligence, quantify these risks and develop and implement strategies to manage, mitigate and resolve expected and unexpected events and issues
* Lead the development and implementation of project initiatives including project briefs, project plans and reports contributing to the successful delivery of project outcomes meeting the strategic business objectives for the TAC
* Liaise with business intelligence and data science teams to ensure appropriate and robust data analysis informs the development and implementation of project initiatives
* Translate and interpret research and data into practice to inform the development of policy initiatives

**Stakeholder Engagement*** Develop and implement communication and engagement strategies with internal and external stakeholders to inform, influence, integrate input to achieve project outcomes
* Develop and maintain strong, collaborative working relationships with stakeholders
* Work closely with and support Sectors Policy & Service Delivery Team Managers along with our Sectors Partnerships and Performance branch in managing critical business relationships with internal clients and external partners
* Work closely with and support Sectors Policy & Service Delivery Team Managers to ensure policy 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 develop policy solutions
* Work collaboratively across TAC to assist in determining the suitability of policy solutions as well as the effective timely transition into business-as-usual management
* Support capability building indirectly within teams, across the organisation and with stakeholders

**Agility** * Other equivalent duties as requested per business priorities
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| Key Selection Criteria |
| Relevant Qualifications, Work Experience & Specialised Knowledge* Relevant tertiary qualification or equivalent relevant experience.
* 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.
* Experience in policy development, review and analysis.
* Ability to synthesise research, environmental scans, and stakeholder views into meaningful policy positions through capture and analysis of emerging trends and issues, research and the ability to formulate that input into program design and service delivery
* Experience in program performance monitoring and working with stakeholders to improve client participation and access to support
* Highly developed written and verbal communication skills is essential
* 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
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| CapabilitiesAs well as the technical skills required for the role above, our TAC capabilities are our building blocks for success.**Courage** – Taking action or speaking up, despite uncertainty or opposition.**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. |
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| 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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