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| **TITLE** | Principal Advisor, Policy & Secretariat Services |
| **BUSINESS GROUP** | Regulation – Government Services & Stakeholder Engagement |
| **REPORTS TO**  | Manager, Scheme Policy & Complaints |
| **GRADE** | 5 | **Direct Reports** | 0 |
| **BUDGET** | **Staff:** | 0 | **Operations** | 0 |
| **ORGANISATION CONTEXT** |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We also manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are also the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work. |
| **OUR VALUES** |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. |
| **PRIMARY OBJECTIVE** |
| Responsible for providing a comprehensive policy and secretariat support function, primarily to the Minister's Advisory Committee (MAC) through the Presiding Member of the MAC, and to other Committees of strategic importance to ReturnToWorkSA to ensure their efficient operations, the successful achievement of objectives, and to enhance their overall effectiveness.  |
| **KEY ACCOUNTABILITIES**  |
| **Key accountabilities**  | **Activities and outcomes sought** |
| **As a Team Member at ReturntoWorkSA** | As a team member of the Regulation team: * Contribute to a team culture of care, professional excellence and accountability with a willingness to focus on achieving excellent customer outcomes
* Collaborate across the business to identify process improvement initiatives and efficiencies
* Constantly look to leverage team members strengths to form high performing project teams
* Actively share knowledge and insights to build understanding of stakeholder pain points and service needs
* In all interactions, be a genuine ambassador of our values.
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| **Secretariat and Liaison Support**  | * Provide comprehensive secretariat support for the MAC and any other jurisdictional committees (as attended by the CEO or as required)
* Deliver timely, relevant and informed advice to the Minister, Board and CEO
* Draft briefings, submissions and policy positions on behalf of the MAC to the Minister, Board, and/or the CEO or any other body as directed by the Presiding Member
* Ensure the MAC are seen as responsive to the referral of issues, questions and matters raised by ReturnToWorkSA or the Minister
* Ensure the MAC are utilised by the Minister and ReturnToWorkSA as a reliable, effective and efficient mechanism for the provision of key stakeholder views on workers compensation matters
* Provide direct policy and research services for and on behalf of the Presiding Member of the MAC
* Establish a responsive and trusted service to the Presiding Member of the MAC
* Develop, manage and implement a formal relationship (e.g., Service Level Agreements) between the MAC and the Board and Executive Leadership Team (ELT)
* Influence key members of the ELT and Board to ensure ReturnToWorkSA identifies and utilises opportunities to involve the MAC in key workers compensation matters
* Support committees to establish, maintain and monitor governance, and support the appointment and induction of new members
* Seek external advice on behalf of the MAC or other committees (if required)
* Prepare Committee papers and submissions as requested that accurately reflect areas of consensus and where there are divergent views
* Conduct consultation with stakeholders
* Prepare internal reporting to the Board and Committees
* Manage documentation and ensure timely distribution of materials.
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| **Research, Analysis and Report Writing**  | * Undertake high-quality, detailed and timely research that supports informed decision-making
* Undertake accurate and relevant analysis of data and trends to guide discussions and evidence-based recommendations on decisions
* Undertake policy development, strategic planning, and annual work planning and reporting cycle
* Prepare high-quality research reports, briefs, and policy papers, inclusive of submissions to Parliamentary Inquiries
* Identify opportunities for the MAC to contribute to policy and research initiatives
* Assist the MAC and ReturnToWorkSA to identify and access trusted sources of research and policy advice related to workers compensation and other relevant topics
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| **Stakeholder Engagement and Project Management**  | * Undertake effective stakeholder engagement and ensure the integration of diverse perspectives are considered in discussion and research outputs
* Undertake well-informed research and produce recommendations that reflect stakeholder input
* Build the profile of the MAC through the identification and execution of stakeholder consultations and feedback sessions as required and approved by the MAC
* Treat each member of the MAC (and the groups they represent), as valued stakeholders and protect and enhance that stakeholder relationship
* Initiate, plan and execute programs of work that support the objectives of ReturnToWorkSA and the MAC.
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| **Documentation and Reporting** | * Prepare high quality, detailed, accurate and timely reports, briefings, and other documents
* Ensure that all documentation meets high standards of accuracy and quality
* Have awareness of, and maintain, confidentiality of information and data.
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| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** |
| **Qualifications and Technical Experience** | * Tertiary qualification in Law or Policy (or a similar discipline), or demonstrated experience providing high-level secretariat support
* Demonstrated experience conducting detailed research and preparing high-quality research reports, briefs, and policy papers on complex matters
* Experience in preparing submissions that encompass a range of views
* Ability to analyse data and trends to provide evidence-based recommendations, as evidenced by past research projects or reports
* Demonstrated ability to interact effectively with a broad range of people, showing well-developed interpersonal, negotiation, and influencing skills
* Ability to manage competing priorities and work autonomously while ensuring the timely delivery of tasks and projects
* Experience working within a political or governmental context, with a strong understanding of the associated sensitivities and processes
* Knowledge of the legislative, regulatory and policy environment relevant to the committees and research areas or ability to quickly gain that knowledge
* Proven ability to provide high-quality service under pressure, including handling complex or sensitive issues with compassion and empathy
* Demonstrated emotional resilience and professionalism in dealing with challenging situations or stakeholders
* Well-developed understanding of the need for confidentiality of information and data, and the need to balance transparency with sensitivity and discretion
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| **COMPETENCIES** | **Demonstrated by** |
| Displays Personal Leadership | The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives |
| Apply Professional Judgement | I will draw on principles, experience, data, and other’s views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders |
| Communicate Influentially | While considering others’ perspectives, I will positively influence others’ understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes |
| Think and Act Strategically | I will consider opportunities and challenges from multiple perspectives to make effective decisions that generate viable options and enable realisation of the organisation’s Mission and Vision |

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| **DECISION MAKING REQUIRED FOR THIS ROLE** |
| ***Independently**** *Manage competing demands, priorities and negotiate and influence deliverables and commitments with stakeholders*
* *Conduct and prioritise research tasks*
* *Draft and refine reports and briefings to meet high-quality standards*
* *Identify risks and mitigation strategies*
* *Manage the MAC budget and expenditure*
* *Apply legislative provisions*

***With input**** *Seek input from Committee members and managers to prioritise projects*
* *Collaborate with colleagues to determine best approach for stakeholder communication and engagement strategies*
* *Advise Committee members of decisions*

***Recommends**** *Proposed agenda items for Committee meetings based on research findings and member input*
* *Approval for items outside of scope of agreed Committees*

***Guidance*** * *Consult with managers when addressing complex issues or when decisions may have significant implications*
* *On legal concepts and services*
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| **KEY COMMUNICATIONS** |
| ***Internal***Board, Chief Executive, Executive Leadership Team, all areas of ReturnToWorkSA  |
| ***External***Minister’s office, Universities and research organisations, Unions and worker representatives, Employer associations, Peak bodies, Interstate and National work injury bodies |

| **SPECIAL REQUIREMENTS / CONDITIONS** |
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| Nil |