



## CREATE Foundation Position Description

<b>Position Title:</b>	National Advocacy Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Location:</b>	Flexible, remote
<b>Status:</b>	Full Time, Permanent
<b>Salary:</b>	SCHADS Award Level 7 + Superannuation + Salary Sacrifice
<b>Hours</b>	38 hours per week

## Position Description

### Primary Purpose of the role of National Advocacy Manager

CREATE Foundation is a systems advocate and a national consumer body representing children and young people with an out-of-home care experience. CREATE is an organisation that is mission driven, adaptive and creative in responding to the emergent needs and aspirations of children and young people. The National Advocacy Manager ensures the voices of children and young people are amplified to influence public policy and improve outcomes for children and young people in out-of-home-care (OOHC).

The National Advocacy Manager manages a dispersed team of Advocacy Leads embedded in local teams across states and territories to ensure that the voices and insights of children and young people with a care experience are elevated to key decision makers within government and the OOHC sector through the development and implementation of advocacy strategies and initiatives.

This role is a significant senior management role. It contributes to the development of the strategic direction of the organisation and shapes and implements the Strategic and Operational Plans to ensure that CREATE reaches its advocacy goals. The National Advocacy Manager is a member of the Senior Managers Group, alongside the CEO, Finance Manager, Business Administration Manager and National Marketing and Communications Manager. The role is also a member of the Leaders Forum, alongside State Program and Engagement Coordinators.

The role oversees the advocacy functions of the organisation, and collaborates with operations to ensure that the organisation is achieving its strategic goals.

## Position context and specific job requirements

The role of National Advocacy Manager is a strategically significant role within the organisation and requires a strong organised leader to influence change in the OOHC sector. The National Advocacy Manager must be driven to achieve results, have the ability to effectively communicate CREATE's policy positions to decision makers, and manage multiple priorities and projects to meet goals and deadlines. It must also have the ability to coordinate a multi-disciplinary team

The National Advocacy Manager is responsible for:

- Responsibility for identifying and mitigating organisational risk;
- Participate in the development and implementation of the organisation's strategic direction;
- Engage in the development of, and implementation the Operational Plan in consultation with the CEO and Operations Managers and oversee the development of the Advocacy Team Action Plan;
- Ensure Advocacy team meet KPI's;
- As a senior member of the organisation represent the CREATE Foundation's strategic objectives and advocacy position, and build our profile across the sector, and to government as required;
- Manage, assign and monitor CREATE's consultations, governance, policy and research projects, and take responsibility for developing and monitoring the project plans to guide each project, and work collaboratively with internal staff and/or external teams to execute;
- Provide effective leadership to the Advocacy team to ensure that CREATE's advocacy agenda is progressing towards its strategic goals;
- Ensure that effective communication strategies are in place to communicate CREATE's advocacy position, including media statements, and media liaison, and position papers.
- Create a positive, empowering and effective team environment across the organisation and the Advocacy team, ensuring that the organisation's goals are expressed clearly and strategies to achieve goals are articulated succinctly and communicated effectively;
- Initiate, develop, implement and manage fee for service contracts (for research and consultations);
- Engage in State Service Agreement negotiations in consultation with the Business Administration Manager and Finance Manager
- Ensure that the Advocacy team provides high quality critique and feedback on policy documents, Inquiries, and Royal Commissions;
- Work in close partnership with external agencies, researchers, institutions, and policy colleagues during the course of consultation projects, advocacy or policy development;
- Respond in a timely manner to external and internal enquiries from sector, government departments, and academics and actively promote fee for service projects;
- Ensure that the Advocacy team keep abreast of media coverage on child protection and the out-of-home care sector and provide CREATE's response/media content to assist the CEO and/or Communications and Media Specialist, as required;
- Oversee the development of, and/or deliver presentations at relevant conferences;
- Ensure accurate data is captured to reflect the work of the Advocacy, and critiquing the data for Leaders Forum, Senior Managers Group and Board Reports;
- Provide strengths-based coaching and individual supervision to the Advocacy team members, and conduct regular team meetings;
- Contribute to a team culture that is warm, collaborative, creative, inclusive and empowering for all staff.
- Perform additional tasks as requested.

## Key Result Areas

1. Develop, implement and oversee effective advocacy strategies and initiatives. Monitor the impact of CREATE's advocacy work and policy advice, including (where possible) through evidence that government has considered and adopted policy recommendations from CREATE.
2. Actions and projects under the Advocacy Team Action Plan and relevant project plans are delivered on time.
3. Written work of the team, including reports, practice guides, submissions, and correspondence, are of a high quality/standard, with appropriate referencing and in line with Brand Guidelines. Evidence will be quality documentation.
4. Effective analysis and presentation of data and information from a variety of sources, and in formats appropriate for a range of audiences.
5. Establish and maintain meaningful and productive relationships with stakeholders in the sector (including government and non-government) and support the Advocacy team to actively engage with stakeholders in line with CREATE's policy positions, advocacy messages and values.
6. Consultations and research projects are culturally and age appropriate, and managed on time and on budget. Effective project and risk management processes are in place.
7. Team leadership. The team is thriving, engaged, cohesive, highly functioning and achieving results. Enable a positive culture within the Advocacy team and contribute to positive culture across the organisation, including through coaching of staff, knowledge transfer and collaborating on shared projects. Evidence is feedback from team members and the results achieved by the team.
8. Contractual obligations tasked to the Advocacy team are delivered on time and are managed in a way that is safe, meaningful and engaging for young people. Highly organised, meets deliverables set out in relevant contracts, and contributes meaningfully to policy and system reform and improvement.
9. Build and maintain positive, collaborative and effective relationships with colleagues in other business areas, and actively contribute to improvement projects, innovation efforts and the knowledge base of the organisation.

## Reporting

This position reports directly to the CEO.

## Key Relationships

### Internal

- CEO
- Advocacy Leads
- Operations Manager
- State Engagement and Program Coordinators
- Marketing and Communications Manager and team
- National Experience to Action Board (Youth)
- Leaders Forum
- Senior Managers Group

### External

- a) Young people with a care experience
- b) Out-of-home care sector peak bodies
- c) Aboriginal Community-Controlled organisations
- d) OOHC service providers
- e) Government officials
- f) Non-government service providers
- g) Oversight bodies including Commissioners and Advocates.

## Organisational Citizenship and team work

- Demonstrate an active commitment to CREATE Foundation's mission, vision and core principles.
- Act in the interests of CREATE by understanding, representing and supporting the organisation's vision and policy positions positively to all stakeholders, and liaising with stakeholders in a professional, respectful and constructive manner.
- Act with a high level of integrity, at all times, including through complying with organisational policies, and protecting the privacy and confidentiality of information as required by law and policy.
- Support knowledge transfer and information sharing between relevant staff and business areas, and ensure good record keeping practices.
- Participate in, and assist in the development of, national CREATE initiatives, projects and events.

## Key challenges of the role

- Promoting and advocating the rights of children and young people and facilitating their voices being heard whilst being predominantly funded by the government sector.
- Competing timelines and demands.
- Frequently changing environment.

## Selection Criteria

All applicants need to respond to the selection criteria in full. Aptitude testing may be conducted following interview.

The National Advocacy Manager role requires intellectual curiosity, innovative thinking, social policy and advocacy skills, interpersonal leadership skills, strong communication skills, and experience of the out of home care sector and/or child protection. First nations people are highly encouraged to apply.

1. Demonstrated ability to ensure children and young people's safety and wellbeing, including cultural safety. Ability to work in trauma-informed and child-centred ways. Experience implementing the National Principles for Child Safe Organisations and working in a cross-cultural context.
2. Minimum of a Bachelor Degree in a relevant discipline, such as social policy, humanities, social science, social work or sociology, with post-graduate qualifications being highly desirable. A minimum of 3 years management experience in a policy position.
3. Strong policy acumen and awareness of how research informs policy and practice. Experience in social policy, system reform and/or advocacy roles, including translating research into effective policy, advocacy and reform. A commitment to elevating lived experience as an important source of evidence.
4. Demonstrated knowledge of out-of-home care, child protection and related systems, and deep knowledge of social justice issues.
5. Experience working in culturally safe ways with Aboriginal and Torres Strait Islander young people, communities and organisations is highly desirable.
6. Highly developed leadership and management skills are essential. Experience leading productive, multi-disciplinary teams to advance strategic goals and advocacy priorities. Highly developed interpersonal skills, collaborative leadership and ability to inspire and support thriving and empowered teams.
7. High proficiency in negotiating, influencing and communication skills (written and verbal). Ability to develop and sustain strong stakeholder relationships with senior government officials and sector leaders.
8. Ability to produce evidence-informed social policy advice and to write or review high quality reports, presentations, media statements, briefing papers and correspondence on complex and sensitive issues. Experience analysing information from a variety of sources, including lived experience accounts, and presenting it in meaningful, compelling and effective ways to a variety of audiences, including young people.
9. Highly effective time management skills, highly organised and ability to delegate effectively, meet targets and manage competing tasks. Ability to work autonomously, proactively and decisively, coupled with an ability to work as a productive member of the team. Ability to identify and pursue emergent strategic opportunities, directions and collaborations.

Other requirements of the role.

- Successful Security Check per state requirements (for example Working with Children Check) and must comply with Government and/or health directives in each state jurisdiction.
- All applicants need to be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.