



POSITION DESCRIPTION

POSITION TITLE	Policy Development Officer
PROGRAM	Corporate
REPORTS TO	Operations Manager
LOCATION	This position is based in the Corporate Head Office located in Brunswick. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	0.4 EFT (30.4 hours per fortnight) Monday – Friday between hours 8am – 6pm by agreement. The incumbent will be employed on a part time basis under a fixed-term contract for 6-months. Continuation beyond the specified end date is subject to organisational needs and funding availability.
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – Pro-rata 12 days in first year of service and 14 days per year thereafter.

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.



Visit our website www.hopest.org for more information.

POSITION INFORMATION

The Policy Development Officer plays a critical role in ensuring Hope Street's policies and procedures are current, compliant, and aligned with best practice. This role supports the organisation's strategic objectives by developing and maintaining a robust policy framework that reflects our values, promotes continuous improvement, and enables effective governance and service delivery.

KEY RESPONSIBILITIES

1. Policy Development and Review

- Lead the review, development, and implementation of organisational policies and procedures.
- Consult with the Operations Manager to identify priority policies and procedures for review
- Ensure policies are accessible and aligned with:
 - Relevant legislation, regulations, guidelines and contracts.
 - Organisational changes and developments.
 - External environmental factors and sector trends.
- Consult with the CEO, Operations Manager and People and Culture Manager to embed policies into operational practice.
- Review and revise policies and procedures in line with Hope Street document formatting guidelines
- Provide the CEO with final draft policy and procedure for approval
- Update the Policy and Procedure Review Register to reflect the status of reviewed documents.

2. Governance and Compliance

- Ensure policies support strong governance, risk mitigation, and people and culture practices.
- Provide advice and support to managers and staff on policy interpretation and implementation.

3. Stakeholder Consultation

- Engage with internal stakeholders including Executive Leadership Team and Program Teams.
- Consult with external stakeholders as required to inform policy updates.

4. General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to Hope Street's Policy Development Policy
- Adhere to the Child Safe Standards and Hope Street Code of Conduct
- Comply with organizational policies and procedures
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Meet fortnightly with Operations Manager for supervision/ management meetings and performance review procedures.
- Contribute to a positive organisational culture
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested



KEY SELECTION CRITERIA

1. Bachelor's degree and/or Masters' qualification in Public Policy, Law, Community Development, Social Work or a related field
2. Demonstrated experience in policy development and advocacy within the community services or not-for-profit sector.
3. Highly developed ability to conceptualise the purpose and application of policies and procedures.
4. Demonstrated ability to research including cross referencing current information in particular legislation, regulations and guidelines and incorporate this information accurately into policies and procedures.
5. Strong understanding of governance, compliance, and legislative frameworks relevant to youth services.
6. Excellent written and verbal communication skills, including the ability to translate complex information into accessible formats.
7. Ability to work independently and meet deadlines/timeframes.

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____