



## Position Description Policy and Advocacy Officer

<b>Position</b>	Policy and Advocacy Officer	<b>Basis of Employment</b>	Fixed Term 12 months Full/Part Time (Minimum 0.8)
<b>Commence Date</b>	2024	<b>Salary Range</b>	Level 4
<b>Award</b>	Social, Community, Housing and Disability Award	<b>Date of Review</b>	January 2024

### Consumer Credit Legal Service (WA) Inc

CCLS is a not-for-profit specialist community legal centre based in Perth, offering a state-wide service.

#### CCLS's Vision and Mission

- CCLS champions the financial rights of West Australians in credit, debt and consumer law issues
- CCLS advises and advocates for consumers on consumer credit issues and Australian Consumer Law (ACL) related problems
- CCLS's vision is a strong community empowered by fair and just, consumer and financial, rights and responsibilities.
- CCLS's mission is to strengthen the consumer voice in Western Australia by advocating for, and educating people about, consumer and financial, rights and responsibilities.

CCLS has been providing services to the WA community for over 30 years and has proven to be an essential service in the financial and consumer law sector. CCLS is represented on a broad range of boards and committees representing the needs of vulnerable WA consumers. Led by a very able board and team, CCLS is well regarded by government, regulators, and the financial services industry for its expertise and advice.

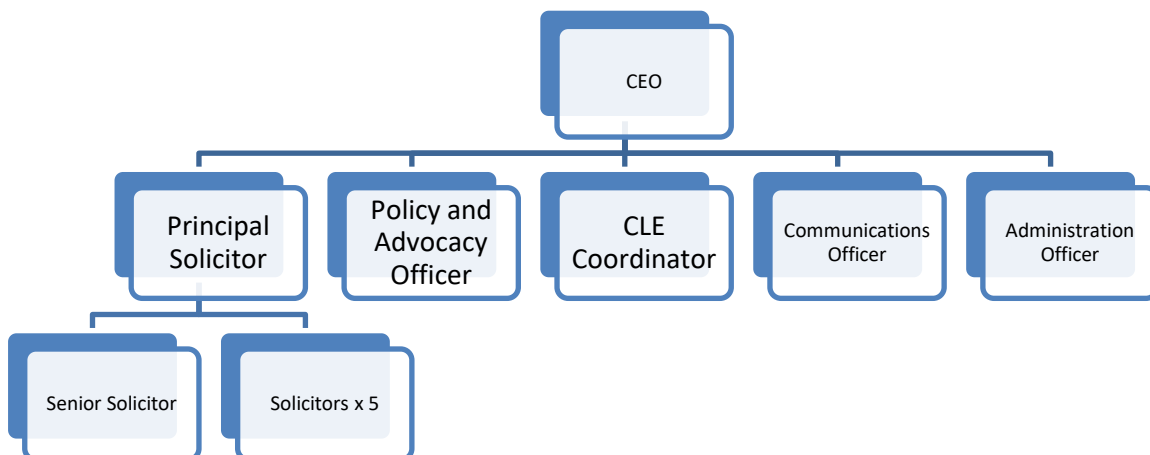
## Purpose of the role and scope

The role of the Policy and Advocacy Officer is:

- to lead the development of a WA Consumer Advocacy Network (WACAN)
- to lead the development of a WA Chapter of the Economic Abuse Advocacy Group (aligned with a national group)
- to establish and maintain strong stakeholder engagements and networks in the area of consumer advocacy and financial abuse
- to support the CEO and Principal Solicitor with law reform and advocacy policy research including preparing briefs, reports, fact sheets and other materials.

## Organisational Relationships

This position reports directly to the CEO.



## Key Responsibilities

Area	Key Duties
<p><b>Development of two Networks – WACAN and EARGWA</b></p>	<p>In the first three months:</p> <ul style="list-style-type: none"> <li>• Identify potential members of the EARGWA and WACAN and invite participation.</li> <li>• Develop and agree Terms of Reference for both EARGWA and WACAN.</li> <li>• Schedule bi-monthly network meetings and provide secretarial function.</li> <li>• Raise awareness of both networks and their functions.</li> </ul> <p>Six to twelve months:</p> <ul style="list-style-type: none"> <li>• Seek funding sources for ongoing support to EARGWA and WACAN.</li> <li>• Develop stakeholder relationships and be a contact point for members.</li> <li>• Represent Western Australia at national Economic Abuse Reference Group meetings, and other relevant national and state-based consumer forums.</li> <li>• Through consultation, develop policy positions on relevant matters, such as financial abuse and other consumer matters and present these to relevant stakeholders.</li> <li>• Source alternative sources of funding for the Networks.</li> </ul>
<p><b><u>Teamwork</u></b></p>	<ul style="list-style-type: none"> <li>• Contribute to the supportive and collaborative working environment in line with CCLS's core values.</li> <li>• Liaise effectively with colleagues and maintain constructive working relationships.</li> <li>• Work collaboratively with the Principal Solicitor and the CEO to ensure the policy and advocacy work reflects case work experience.</li> <li>• Resolve any conflict or potential issues sensitively and in accordance with policies and procedures.</li> </ul>
<p><b><u>Policy and Advocacy</u></b></p>	<ul style="list-style-type: none"> <li>• Provide and support advocacy, policy and consultation activities with the non-government, private and government sectors.</li> <li>• Represent CCLS at relevant forums and work cooperatively with key stakeholders.</li> </ul>

Area	Key Duties
	<ul style="list-style-type: none"><li data-bbox="607 236 1771 269">• Work with legal practice staff to ascertain systemic policy matters for advocacy.</li><li data-bbox="607 276 1980 341">• Develop and maintain links with relevant organisations, networks and individuals on a national and state level.</li></ul>

## Selection Criteria

### Essential

**Qualifications** Relevant degree and /or significant experience in a similar role

**Knowledge, Skills and Abilities**

- High level of literacy including advanced word processing skills and familiarity with Microsoft 365 and SharePoint.
- Conceptual thinking and analytical skills and an understanding of financial hardship and disadvantage.
- Ability to work collaboratively and independently.
- Familiarity with the theory and practice of systemic advocacy and reform working with consumers.
- Significant stakeholder engagement and management skills and experience.
- Demonstrated high level written and oral communication skills and the ability to communicate well.
- Facilitation and secretariat skills and experience.

### Desirable

- Experience working in the community/for purpose sector.
- Experience or familiarity with the Australian Consumer Law and/or consumer credit regulatory environment.
- Experience in the family and domestic violence sector