

Disability Policy Officer Position Description



About ACCAN

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice promoting the accessibility, quality of service, affordability and availability of communications services for all Australian consumers with particular concern for vulnerable consumers whose needs are under-represented.

ACCAN's role is to:

- promote the consumer objectives of accessibility, affordability and availability for all communications consumers;
- develop a strong, coordinated voice for consumers, and to represent and advocate on behalf of consumers to Government, regulators and the telecommunications/communications industry;
- undertake research, policy development and education;
- facilitate access to and dissemination of information to consumers, consumer representatives and consumer organisations;
- advocate on behalf of consumers on telecommunications laws affecting consumers, law reform, policy development and in relation to industry practices;
- participate in regulatory and co-regulatory activities;
- contribute to the development of Government policy in telecommunications and communications;
- make communications markets work well for consumers;
- make a difference for communications consumers with disabilities; and
- manage a community grants program.

ACCAN is a not-for-profit company.

Job Summary

The purpose of the Disability Policy Officer role is to:

- Contribute to the achievement of the goals and objectives set out in ACCAN's Strategic Plan and the Work Plan;
- Work with industry, government and consumer stakeholders to improve outcomes for communications consumers with disability;
- Assist ACCAN's Deputy CEO in the implementation of ACCAN's Policy Priorities by developing effective consumer initiatives and liaising with government and industry to achieve accessible communications services;
- Ensure ACCAN positions on communications accessibility and activities are well represented;
- Assist with the development of ACCAN consumer education initiatives and projects, including the Accessible Telecoms service.

Qualifications and requirements

- Relevant tertiary qualifications or 2 plus years experience in a disability-related policy role.

Duties

Disability Policy Development and Research

- Identify, develop and implement consumer initiatives for ACCAN.
- Prepare and publish policy positions, discussion papers and submissions, where possible based on direct community consultations.
- Actively and regularly utilise community engagement mechanisms.
- Collect data, information and case studies to support ACCAN representation and policy work.
- Conduct and co-ordinate research projects internally or with external consultancies.

Disability Policy Issues Management

- Work with the Deputy CEO to analyse and monitor developments relevant to communications regulation and disability issues.
- Identify potential areas for ACCAN research and policy.
- Ensure ACCAN staff are informed and understand priority disability policy issues.
- Liaise with regulatory agencies and government on legislation and subsidiary regulatory instruments.

Stakeholders and Consumer Representation

- Assist the Deputy CEO to build strategic partnerships.
- Coordinate and provide a secretariat for the ACCAN Disability Advisory Forum.
- Develop networks with key stakeholders in community, government and industry.
- Consult ACCAN members both formally and informally to ensure effective representation of their views on communications matters.
- Represent ACCAN in public forums, on committees and working groups as required.

Consumer Awareness

- Develop material to inform members and the community about campaigns and key policy issues.
- Organise meetings, seminars and outreach activities.
- Assist with the organisation, promotion and support for ACCAN conferences and events.
- As part of a team, ensure members are regularly informed of ACCAN activities.
- Prepare and present at public forums, conferences and meetings as required.

Other Duties

- Contribute to and assist with ACCAN publications and website content.
- Assist with the on-going development and reporting on ACCAN's Disability Action Plan.
- Assist with consumer complaints and enquiries.
- Assist with general administrative tasks including filing and mail outs.
- Other duties as assigned by the Deputy CEO.

Essential Skills for position

- A sound grasp of disability policy issues in the communications industry or the capacity to quickly acquire this knowledge.
- A commitment to the effective representation of consumers with disabilities.
- Demonstrated understanding of the needs of people with disabilities.
- Knowledge of public policy and industry self-regulation processes.
- Highly developed oral and written communication skills.
- Good analytical and research skills.
- Ability to work collaboratively as part of a team and lead projects.
- Capacity to work independently with minimal supervision.
- Proficiency in information and communications technology.

Desired Skills for position

- Academic background in public policy.
- Ability to produce accessible documents, including plain language and easy English documents.
- An understanding of Australian Consumer Law and consumer rights.
- Knowledge of and experience working in the community sector.

Job Type/Hours/Location

- Position is remote "home office" with applicants located anywhere in Australia considered. Occasional travel to the Sydney CBD office may be required.
- Full time permanent position.
- Some flexibility is essential as travel and extended hours for attendance at events may be required as part of the position.

ACCAN is an EEO employer: Aboriginal and Torres Strait Islander peoples, people with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply