



Position: Director, Operational Policy and Support, EL2

Location: Canberra, Sydney (Surry Hills or Parramatta), Melbourne, Brisbane, Hobart, Perth, Adelaide

Reporting to: Executive Director, Regulatory Policy and Intelligence

Purpose of position:

Reporting to the Executive Director, Regulatory Policy and Intelligence, the Director, Operational Policy and Support (OP&S) leads a section with responsibility for supporting the Commission's operational staff to fulfil their functions under the [Aged Care Quality and Safety Commission Act 2018](#).

The primary function of the position is development of high-quality internal policy and procedures and provision of decision and issue-specific support to the Commission's operational areas.

Key Accountabilities:

- Provide clear and supportive leadership and direction on a program of activities, including the development, publication, promotion and review of operational policy documentation for the operational groups of the Commission.
- Lead the implementation of organisational priorities and policies into operational practice, including supporting the delivery of training.
- Support the development and maintenance of the Commission's Operational Policy Framework.
- Support the Decision Support function, including provision of operational advice, and interpretation and guidance on the operational implementation of legislation.
- Develop and manage key strategic relationships with internal and external stakeholders promoting the Commission's business objectives.
- Provide leadership, direction and support to staff implementing operational policy and support functions for new and existing regulation, in a fast-paced and changing environment.
- Engage effectively with executives and a wide range of other staff across the Commission.

Essential Requirements:

- Demonstrated experience in a public sector role and understanding of the Commission's role as an integrated, risk-based national regulator.
- Demonstrated ability to develop and implement successful stakeholder engagement strategies within a regulatory environment.
- Demonstrated ability to effectively manage interpersonal relationships with respect and communicate with influence with internal and external stakeholders.
- Highly-developed written and oral communication skills and demonstrated ability to communicate information coherently and concisely to audiences with a range of backgrounds and cultures.
- Demonstrated ability to set priorities, meet deadlines, work effectively under pressure and work effectively in a team environment.
- Ability to travel interstate when required.



Risk Accountabilities:

- Identifying and managing risks associated with the implementation and operationalisation of new or revised policy, including identifying issues related to specific and Commission-wide capacity and capability and policy gaps. Escalating risks with proposed management strategies where appropriate.
- Identifying and raising risks associated with new policy and legislation development with Executive and Department of Health and Aged Care.

Financial Accountabilities: Responsible for management of staffing resources for the section and individual project contracts.

People Accountabilities: Reporting to the Executive Director, lead and manage staff in the Operational Policy and Support section ensuring effective communication, coordination and collaboration within and across the OP&S sections, and within the Commission, delivering high quality outcomes. Current staffing profile: 1xEL1 direct report and 2xAPS6 and 1xAPS5 (contractor) reporting to the EL1.

Key Relationships:

- **Internal:** Operational Executive Directors and Directors, other Operational Policy and Support Directors, Legal Services staff, Business Systems Section, Communications, Learning and Development, the Regulatory Policy and Intelligence Group, Executive Leadership Group, National Leadership Group, other staff of the Aged Care Quality and Safety Commission
- **External:** Department of Health and Aged Care, other Commonwealth government agencies, provider and consumer peak bodies, and other key stakeholders



Capabilities for the role: The APS ILS Framework applies to this position.

Capability Summary

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Inspires a sense of purpose and direction	Translates the strategy into operational goals and creates a shared sense of purpose within the business unit. Engages others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes.
	Focuses strategically	Understands the organisation's objectives and links between the business unit, organisation and the whole of government agenda. Considers the ramifications of a wide range of issues, anticipates priorities and develops long-term plans for own work area.
	Harnesses Information and Opportunities	Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. Probes information and identifies any critical gaps. Maintains an awareness of the organisation, looks for recent developments that may impact on own business area and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, critical analysis and distils the core issues. Presents logical arguments and draws accurate conclusions. Anticipates and seeks to minimise risks. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and creative alternatives.
Achieves Results	Builds organisational capability and responsiveness	Evaluates ongoing project performance and identifies critical success factors. Instigates continuous improvement activities. Responds flexibly to changing demands. Builds teams with complementary skills and allocates resources in a manner that delivers results.
	Marshals professional expertise	Values specialist expertise and capitalises on the knowledge within the organisation as well as consulting externally as appropriate. Manages contracts judiciously. Contributes own expertise to achieve outcomes for the business unit.
	Steers and implements change and deals with uncertainty	Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
	Ensures closures and delivers on intended results	Strives to achieve and encourages others to do the same. Monitors progress and identifies risks that may impact on outcomes. Adjusts plans as required. Commits to achieving quality outcomes and ensures documentation procedures are maintained. Seeks feedback from stakeholders to gauge satisfaction.
Cultivates productive working relationships	Nurtures internal and external relationships	Builds and sustains relationships with a network of key people internally and externally. Recognises shared agendas and works toward mutually beneficial outcomes. Anticipates and is responsive to internal and external client needs.
	Facilitates cooperation and partnerships	Brings people together and encourages input from key stakeholders. Finds opportunities to share information and ensures that others are kept informed of issues. Fosters teamwork and rewards cooperative and collaborative behaviour. Resolves conflict using appropriate strategies.
	Values individual differences and diversity	Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views.



		Harnesses understanding of differences to anticipate reactions and enhance interactions. Recognises the different working styles of individuals, and tries to see things from different perspectives.
	Guides, mentors and develops people	Encourages and motivates people to engage in continuous learning, and empowers them by delegating tasks. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive feedback in a manner that gains acceptance and achieves resolution. Deals with under-performance promptly.
Exemplifies personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in public and internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges important issues constructively, stands by own position and supports others when required. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.
	Displays resilience	Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Maintains momentum and sustains effort despite criticism or setbacks
	Demonstrates self-awareness and a commitment to personal development.	Critically analyses own performance and seeks feedback from others. Confidently communicates strengths and acknowledges development needs. Acts on negative feedback to improve performance. Reflects on own behaviour and recognises the impact on others. Shows strong commitment to learning and self-development, and embraces challenging new opportunities.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Translates information for others, focusing on key points and using appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Anticipates reactions and is prepared to respond. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates persuasively	Approaches negotiations with a strong grasp of the key issues, having prepared well in advance. Understands the desired objectives and associated strengths and weaknesses. Anticipates the position of the other party, and adapts approach accordingly. Encourages the support of relevant stakeholders. Encourages debate and identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.