



Australian Government  

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Department of Veterans' Affairs

# **ELECTRONIC RECORD**

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**Australian Government**  
**Department of Veterans' Affairs**

**Canberra Location**

<b>Reference:</b>	DVAA57
<b>Job Title:</b>	National Indigenous Liaison Officer
<b>APS Level:</b>	EL1
<b>Section:</b>	Social Health Policy
<b>Branch:</b>	Mental & Social Health
<b>Division:</b>	Health & Community Services
<b>Assigned Duties Number:</b>	01000027

*Note that the department's Enterprise Agreement sets out the terms and conditions of employment within DVA, including remuneration, relocation and other aspects of working in DVA.*

**Contact Officer Details:**

For any job-related information required after reading the selection documentation, please contact **Stuart s 47F** Director Social Health Policy on **s 47F**

**Where to lodge Applications:**

To apply go to Vacancies – Advancement Opportunities on the DVA Intranet and complete the on line application by cob Tuesday 11 December 2012.

**For more information:**

Contact [PSGRecruitment@dva.gov.au](mailto:PSGRecruitment@dva.gov.au) or phone 1300 555 246.

**CONTEXT STATEMENT**

Social Health Policy Section works collaboratively with other policy and service delivery business areas to develop and implement community-based health and wellbeing initiatives that encourage and support veterans to:

- participate in regular and enjoyable physical activity;
- consume a nutritionally balanced diet;
- promote social inclusion by developing social networks within their local community; and
- undertake other activities that promote physical and mental wellness.

The Social Health programs within DVA are a key component of enhancing the quality of life and self-sufficiency of veterans and the veteran community.

## DUTY STATEMENT

<b>Assigned Duties Number:</b>	01000027
<b>APS Level:</b>	EL1
<b>Job Title:</b>	National Indigenous Liaison Officer
<b>Section:</b>	Social Health Policy
<b>Branch:</b>	Mental & Social Health
<b>Division:</b>	Health & Community Services
<b>Location:</b>	ACT Office
<b>No. of staff directly supervised:</b>	
<b>Immediate Supervisor:</b>	Director Social Health Policy

Work as part of a geographically dispersed team to assist in progressing DVA's social health policy agenda for the ongoing wellbeing of the veteran community. There are a number of exciting, emerging social health initiatives that will require an intelligent, cooperative approach to program development and implementation.

### **DUTIES:**

*In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices and APS values:*

1. Provision of advice and leadership on all Indigenous issues within the Department.
2. Leadership, support and development of the Indigenous Veterans' Liaison Officer Network.
3. Develop and maintain effective, collaborative and strategic partnerships with local internal and external stakeholders to maximise partnerships required to effectively implement DVA's Indigenous Veterans' Strategy 2012-2015.
4. Take a leadership role in organising and celebrating Indigenous specific events/activities nationally in DVA Offices.
5. Coordination and input to Parliamentary documentation such as Question Time Briefs, Ministerial Briefings, Annual Report, Questions on Notice and Senate Estimates material.
6. Support other work within the Mental and Social Health Branch during periods of heavy workload

## JOB PROFILE TEMPLATE

### Key Skills

- Highly developed analytical and organisational skills
- Highly developed communication skills (oral & written)
- Initiative and ability to work individually or as part of a geographically dispersed team
- Ability to meet tight timeframes

### Capabilities and Behaviours

<p><b>Connecting with Clients</b></p> <ul style="list-style-type: none"><li>○ Demonstrating empathy for individual circumstances</li><li>○ Implementing the Government's policies and programs</li><li>○ Developing approaches that are consistent with Government direction</li><li>○ Anticipating and planning for the future needs of our clients</li></ul> <p><b>Building our Skills</b></p> <ul style="list-style-type: none"><li>○ Identifying and pursuing opportunities to learn and improve</li><li>○ Using individual and team strengths where they best fit</li><li>○ Knowing when and how to access extra assistance from other sources inside or outside the organisation</li><li>○ Encouraging and supporting regular workplace discussions about performance, process and improvement options</li></ul> <p><b>Searching for Solutions</b></p> <ul style="list-style-type: none"><li>○ Talking with others to generate ideas</li><li>○ Seeking feedback widely and acting on it</li><li>○ Factoring in the work of other areas in DVA to provide the most complete solution</li><li>○ Collecting and analysing evidence logically</li></ul>	<p><b>Taking Care of Business</b></p> <ul style="list-style-type: none"><li>○ Consulting during planning processes</li><li>○ Regularly monitoring and adjusting plans and contracts to suit changing circumstances or needs</li><li>○ Managing own workload</li><li>○ Using resources appropriately</li></ul> <p><b>Knowing the Environment</b></p> <ul style="list-style-type: none"><li>○ Taking into account whole of government approaches and government initiatives when making decisions</li><li>○ Understanding the work of other agencies and how they affect DVA</li><li>○ Understanding how our own job fits into the broader organisation</li></ul> <p><b>Collaborating with Colleagues</b></p> <ul style="list-style-type: none"><li>○ Using the team to identify and solve problems</li><li>○ Sharing information widely across areas</li><li>○ Making a point of communicating with all members of a geographically dispersed team</li><li>○ Offering constructive feedback on new processes and initiatives</li><li>○ Presenting balanced, informed &amp; unbiased perspectives on issues</li></ul>
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### Associated Skills and Competencies

<b>Analysing</b>	<ul style="list-style-type: none"> <li>▪ Problem solving</li> <li>▪ Monitoring and evaluating</li> </ul>	<b>Government</b>	<ul style="list-style-type: none"> <li>▪ Working within the DVA committee structure</li> </ul>
<b>Business specific</b>	<ul style="list-style-type: none"> <li>▪ Policy development</li> <li>▪ Policy evaluation</li> </ul>	<b>IT</b>	<ul style="list-style-type: none"> <li>▪ Use of Microsoft suite</li> </ul>
<b>Client service</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of the veteran/ADF context</li> </ul>	<b>Interpersonal</b>	<ul style="list-style-type: none"> <li>▪ Teamwork</li> <li>▪ Networking</li> <li>▪ Exchanging feedback</li> <li>▪ Working with Diversity</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Oral communication</li> <li>▪ Relationship management</li> </ul>	<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Business planning</li> <li>▪ Identifying and managing risk</li> <li>▪ Goal setting</li> <li>▪ Time management</li> </ul>
<b>Contract management</b>	<ul style="list-style-type: none"> <li>▪ Procurement processes</li> </ul>	<b>Project Management</b>	<ul style="list-style-type: none"> <li>▪ Time management</li> <li>▪ Cost management</li> </ul>

### Supporting Tools and Processes

<b>Foundational</b>	<ul style="list-style-type: none"> <li>▪ DVA Corporate Plan</li> <li>▪ APS Values &amp; Code of Conduct</li> <li>▪ DVA Enterprise Agreement</li> <li>▪ DVA Annual Report</li> <li>▪ Performance Management Framework</li> </ul>	<b>Specific to job</b>	<ul style="list-style-type: none"> <li>▪ Indigenous Veterans' Strategy</li> <li>▪ Policy Development Framework</li> <li>▪ Business and Section Plans</li> <li>▪ CAU Guidelines and templates</li> <li>▪ IT Applications</li> </ul>
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## SELECTION CRITERIA

**NOTE:** Limit response to 500 words per criterion

The first two selection criteria are essential for this role.

- 1. Connecting with Clients:** You will need to be able to communicate well with a range of internal and external stakeholders including, veterans groups, researchers, DVA staff and business areas. You will demonstrate an exceptional ability to communicate sensitively with Aboriginal and Torres Strait Islander peoples.
- 2. Building our Skills:** It is important that you continue to learn about your role by pursuing opportunities to learn and improve, using the experience of others to help in your work. knowing when and how to access extra assistance from other sources. It is vitally important that you can transfer your learning to develop solutions to assist with issues affecting Aboriginal and Torres Strait Islander peoples.
- 3. Searching for Solutions:** It is important that you possess a curiosity for, and interest in social health matters. You will need to keep up-to-date with emerging trends and ideas in the social health and wellbeing context to gain an understanding of social health and related issues in the Indigenous veteran community, and the broader Defence communities. You will like solving problems and contributing to robust team discussion on concepts and program options for development.
- 4. Taking Care of Business:** Being able to manage your own workload and use your initiative is critical in this role. You will need to develop and maintain productive relationships with a range of stakeholders and support staff, manage your key activities, timeframes and activities to achieve goals. You will often be called upon to analyse sensitive issues in a short timeframe to provide senior departmental executives with astute guidance on matters affecting Indigenous clients.
- 5. Knowing the Environment:** You will work in a small team that has links with many areas within DVA. It will be important to keep up-to-date with social and environmental trends that impact on DVA's social health policy agenda and the implementation of current activities. You will bring an expert awareness of Indigenous needs in both the traditional and the contemporary context to the team and the Department.
- 6. Collaborating with Colleagues:** Working cooperatively with colleagues in your immediate area, across DVA and external to DVA will be very important in this role. You will be open and flexible to different approaches, willing to share information widely, seek alternative views, and be willing to draw on colleagues in many areas of the department to support policy development and program delivery.



### Canberra Location

<b>Reference:</b>	DVAO564
<b>Job Title:</b>	National Indigenous Liaison Officer
<b>APS Level:</b>	APS 6 or EL1
<b>Section:</b>	Social Health Policy
<b>Branch:</b>	Mental & Social Health
<b>Division:</b>	Health & Community Services
<b>Assigned Duties Number:</b>	01000027

*Note that the department's Enterprise Agreement sets out the terms and conditions of employment within DVA, including remuneration, relocation and other aspects of working in DVA.*

**Note:**

This position is an identified *Indigenous* position and is located in Canberra. **It is open to Aboriginal and Torres Strait Islander applicants only.**

The filling of this employment opportunity is intended to constitute a special measure under subsection 8(1) of the *Racial Discrimination Act 1975*.

**Contact Officer Details:**

For any job related information required after reading the selection documentation, please contact **Stuart S 47F** Director Social Health Policy on **S 47F**

**Where to lodge Applications:**

To apply go to <https://dvajobs.nga.net.au/cp/index.cfm?event=jobs.home> and complete the on-line application by COB 11 July 2013.

**For more information:**

Contact [PSGRecruitment@dva.gov.au](mailto:PSGRecruitment@dva.gov.au) or phone 1300 555 246.

## CONTEXT STATEMENT

Social Health Policy Section, within the Mental and Social Health Branch, works collaboratively with other policy and service delivery business areas to develop and implement community-based health and wellbeing initiatives that encourage and support veterans to:

- participate in regular and enjoyable physical activity;
- consume a nutritionally balanced diet;
- promote social inclusion by developing social networks within their local community; and
- undertake other activities that promote physical and mental wellness.

The National Indigenous Liaison Officer will lead the development and implementation of programs to support the health and well-being of the Indigenous veteran community, and act as a central point of contact for Indigenous issues within the Department.



## DUTY STATEMENT

<b>Assigned Duties Number:</b>	01000027
<b>APS Level:</b>	APS 6 or EL1 (dependant on experience & skills)
<b>Job Title:</b>	National Indigenous Liaison Officer
<b>Section:</b>	Social Health Policy
<b>Branch:</b>	Mental & Social Health
<b>Division:</b>	Health & Community Services
<b>Location:</b>	ACT Office
<b>No. of staff directly supervised:</b>	
<b>Immediate Supervisor:</b>	Director Social Health Policy

Work as part of a geographically dispersed team to progress DVA's social health policy agenda for the ongoing wellbeing of the veteran community. There are a number of exciting, emerging social health initiatives that will require an intelligent, cooperative approach to program development and implementation.

This position is an identified *Indigenous* position and is located in Canberra. It is open to Aboriginal and Torres Strait Islander applicants only.

The filling of this employment opportunity is intended to constitute a special measure under subsection 8(1) of the *Racial Discrimination Act 1975*.

### **DUTIES:**

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices and APS values:

1. Provide advice and leadership on all Indigenous issues within the Department.
2. Lead, support and develop the national Indigenous Veterans' Liaison Officer Network.
3. Communicate sensitively and effectively to queries from Aboriginal and/or Torres Strait Islander clients and advocates on their behalf?
4. Develop and maintain effective, collaborative and strategic partnerships with internal and external stakeholders to implement DVA's Indigenous Veterans' Strategy 2012-2015.
5. Take a leadership role in organising and celebrating Indigenous specific events/activities nationally in DVA Offices.
6. Coordinate and provide input to Ministerial and Parliamentary documentation including Question Time Briefs, Ministerial briefs and correspondence, Annual Report, Questions on Notice and Senate Estimates briefs.
7. Support other policy development and program management work within the Mental and Social Health Branch during periods of heavy workload

The Department's Enterprise Agreement 2012-2014 sets out the terms and conditions of employment within DVA.

## JOB PROFILE TEMPLATE

### Key Skills

- Expert understanding of the issues affecting Aboriginal and/or Torres Strait Islander people in both the traditional and the contemporary context.
- Highly developed analytical and organisational skills.
- Highly developed communication skills (oral & written).
- Initiative and ability to work individually or as part of a geographically dispersed team.
- Ability to meet tight timeframes.

### Capabilities and Behaviours

<p><b>Connecting with Clients</b></p> <ul style="list-style-type: none"> <li>○ Demonstrating empathy for individual circumstances</li> <li>○ Implementing the Government's policies and programs</li> <li>○ Developing approaches that are consistent with Government direction</li> <li>○ Anticipating and planning for the future needs of our clients</li> </ul> <p><b>Building our Skills</b></p> <ul style="list-style-type: none"> <li>○ Identifying and pursuing opportunities to learn and improve</li> <li>○ Using individual and team strengths where they best fit</li> <li>○ Knowing when and how to access extra assistance from other sources inside or outside the organisation</li> <li>○ Encouraging and supporting regular workplace discussions about performance, process and improvement options</li> </ul> <p><b>Searching for Solutions</b></p> <ul style="list-style-type: none"> <li>○ Talking with others to generate ideas</li> <li>○ Seeking feedback widely and acting on it</li> <li>○ Factoring in the work of other areas in DVA to provide the most complete solution</li> <li>○ Collecting and analysing evidence logically</li> </ul>	<p><b>Taking Care of Business</b></p> <ul style="list-style-type: none"> <li>○ Consulting during planning processes</li> <li>○ Regularly monitoring and adjusting plans and contracts to suit changing circumstances or needs</li> <li>○ Managing own workload</li> <li>○ Using resources appropriately</li> </ul> <p><b>Knowing the Environment</b></p> <ul style="list-style-type: none"> <li>○ Taking into account whole of government approaches and government initiatives when making decisions</li> <li>○ Understanding the work of other agencies and how they affect DVA</li> <li>○ Understanding how our own job fits into the broader organisation</li> </ul> <p><b>Collaborating with Colleagues</b></p> <ul style="list-style-type: none"> <li>○ Using the team to identify and solve problems</li> <li>○ Sharing information widely across areas</li> <li>○ Making a point of communicating with all members of a geographically dispersed team</li> <li>○ Offering constructive feedback on new processes and initiatives</li> <li>○ Presenting balanced, informed &amp; unbiased perspectives on issues</li> </ul>
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### Associated Skills and Competencies

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## SELECTION CRITERIA

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1. **Connecting with Clients:** You will need to be able to communicate well with a range of internal and external stakeholders including, veterans groups, researchers, DVA staff and business areas. You will demonstrate an exceptional ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander peoples and their representatives.
2. **Building our Skills:** It is important that you continue to learn about your role by pursuing opportunities to learn and improve, using the experience of others to help in your work. knowing when and how to access extra assistance from other sources. It is vitally important that you can transfer your learning to develop solutions to assist with issues affecting Aboriginal and Torres Strait Islander peoples.
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5. **Knowing the Environment:** You will work in a small team that has links with many areas within DVA. It will be important to keep up-to-date with social and environmental trends that impact on DVA's social health policy agenda and the implementation of current activities. You will bring an expert understanding of the issues affecting Aboriginal and/or Torres Strait Islander people in both the traditional and the contemporary context to the team and the Department.
6. **Collaborating with Colleagues:** Working cooperatively with colleagues in your immediate area, across DVA and external to DVA will be very important in this role. You will be open and flexible to different approaches, willing to share information widely, seek alternative views, and be willing to draw on colleagues in many areas of the department to support policy development and program delivery.