

Directorate	Canberra Health Services	Reporting Relationships <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 5px;">Executive Branch Manager, Strategy and Governance</div> <div style="text-align: center; margin: 5px;">↑</div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 5px;">Director, Government Relations</div> <div style="text-align: center; margin: 5px;">↑</div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 5px;">Directorate Liaison Officer</div>
Division	Deputy CEO	
Business Unit	Government Relations	
Position Number	P48754	
Position Title	Directorate Liaison Officer	
Classification	SOG B	
Location	CHS (Based at ACT Legislative Assembly)	
Last Reviewed		

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](#).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Very few teams can say they are responsible for helping set the future direction of a large organisation. The Strategy and Governance Branch is one of the few teams that can. The Branch leads and supports the development and implementation of organisation wide strategy and related projects. The division includes Policy, Planning and Government Relations, Risk, and Insurance and Legal Liaison areas. A great team with terrific opportunities to work on challenging and complex issues – all of which matter to our local community.

The Directorate Liaison Officer (DLO) is the key conduit between CHS and the Offices of the Minister for Health, Minister for Mental Health, and Minister for Justice Health. As DLO you are required to facilitate and support direct communications and policy advice between the Directorate and Ministers' Offices where CHS is the portfolio Directorate, and as necessary other Directorates and Ministers' Offices. You will provide specialist assistance in matters relating to Cabinet, the Legislative Assembly, constituent meetings, and functions. You will also provide advice and support in relation to the coordination of Whole of Government matters.

This position works under limited supervision of the Director, Government Relations. To be successful, you will be a consummate professional, be confident operating in a fast-paced work environment, be adaptable and responsive, be able to quickly acquire knowledge and

understanding of situations and subject matter and cultivate productive working relationships with a range of stakeholders.

This position is based at the ACT Legislative Assembly; however the successful candidate will be supported to also work at times from Canberra Health Services locations to foster relationships with the broader team.

DUTIES

Under limited direction of the Director, Government Relations, you will:

1. Coordinate the drafting of complex/sensitive Ministerials for the Ministers for Health, Mental Health and Justice Health and provide policy advice on portfolio issues, particularly across government communications, events, and business matters.
2. Manage political sensitivities and work collaboratively with Ministers' offices, senior agency representatives, government officials, health partners and the community.
3. Foster the relationship between the Ministers Offices and CHS by developing and maintaining productive relationships with ministerial staff, Directorate executives and officers, and other key stakeholders including other DLOs, staff from cross government directorates, ACT Legislative Assembly Chamber Support Office, and Committee offices.
4. Facilitate and monitor the timely flow of information between the Ministers' Offices and CHS, including maintaining high-level understanding of emerging issues and advising the CHS Executive team of these issues.
5. Provide advice and assistance to ministerial and CHS staff in relation to Cabinet and Assembly processes and Whole of Government coordination.
6. Proofread, critically review, and maintain quality control of documents in respect to adherence to the style guide, grammar and fit for purpose content before they are presented to Ministers.
7. Efficiently manage the DLO inbox and requests for ministerial correspondence and briefings initiated by the Ministers Office including the recording of requests and material in accordance with approved information management systems and requirements.
8. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

Behavioural Capabilities

1. Highly motivated with the capacity to work under pressure with limited direction.
2. Willingness to identify, assess and introduce continuous improvement initiatives.
3. A customer-orientated approach to dealing with ACT Government, Ministerial and Legislative Assembly staff.
4. The ability to maintain a high level of discretion and confidentiality.

Position Requirements / Qualifications

- The successful applicant will need to work flexibly with some after-hours work hours required, with access to flex time.
- Experience working on and existing knowledge of Cabinet, Assembly, and ministerial processes specifically within the ACT Government is highly desirable.
- Previous experience working in the health sector is highly desirable.
- Computer literacy skills including working knowledge of WIRE/TRIM is highly desirable.
- CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](#). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates, and contingencies.
- Have an understanding of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Proven high-level leadership, management, and analytical skills, with the demonstrated ability to solve problems and make sound judgements on sensitive and complex issues.
2. Demonstrated high-level capacity to provide strategic policy direction and advice in relation to Cabinet and Assembly procedures and processes and other whole of government issues.
3. Proven high level communication, interpersonal and representational skills with the ability to consult, negotiate and liaise with a range of professional disciplines and stakeholders to achieve outcomes across all healthcare levels.
4. Demonstrated ability to deliver and operate in a complex, dynamic and sensitive environment with minimal supervision, to work under pressure and within competing and tight timeframes.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health, and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful, and kind.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Never
Kneeling	Never
Foot and leg movement	Never
Hand, arm and grasping movements	Frequently
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally