

Communications and Campaigns Officer

Position Description

Reporting Relationship

The Communications and Campaigns Officer reports directly to the Coordinator. Any publications, including web content, must be approved by the Principal Solicitor. Financial Rights Legal Centre policy and resources must be developed in consultation with other relevant staff.

Duties

1. In collaboration with the Policy Team develop, implement and maintain the Centre's Communications Plan.
2. Coordinate, draft, prepare, edit and maintain Financial Rights' information resources including quarterly E-Flyer newsletter, websites, social media presence, media releases, opinion pieces, comments, publicity material, information flyers, factsheets (in collaboration with Solicitors and Principal Solicitor as appropriate) and other public and/or media relations documents.
3. Liaise, engage and manage stakeholders relationships, particularly media stakeholders to promote financial services consumer protection; conduct/help conduct public campaigns; undertake media and public commentary (where appropriate) or support the Coordinator, Principal Solicitor, the Policy Team or other nominated staff member to do the same.
4. Help solicitors and financial counsellors find and keep track of clients that are willing to speak to the media.
5. Update and maintain media list, act as first point of contact with media enquiries.
6. Maintain, update and improve Financial Rights' three websites.
7. Write and/or assist with the preparation of submissions, reports, and other written materials related to policy work of the Centre as required by the Coordinator and Policy Team.
8. Undertake research and prepare reports, articles, fact sheets and other materials in support of policy initiatives.

9. Contribute to developing policies that advance the interests of consumers, especially low-income and vulnerable consumers, including rural and regional and indigenous consumers.
10. In consultation with the Coordinator, Policy Team and Principal Solicitor, develop and execute campaign plans and innovative strategies to assist Financial Rights in its work to implement these campaigns to achieve change in consumer awareness, laws, policy, regulatory practices and/or industry practices in the consumer interest in insurance.
11. Contribute to reports on policy, advocacy, communications and campaign activity to the Financial Rights' Management Committee and/or funding bodies.
12. Liaise with the internal stakeholders, including legal and financial counselling teams to help collect case studies of systemic policy value arising from the Centre's casework.
13. Liaise with external stakeholders in the community legal and not-for-profit sectors and attend relevant technology and communications networking meetings and forums.
14. Monitor and distribute to Centre staff media to relevant to financial services consumer protection, consumer sector campaigns, Financial Rights media engagement and other related topics.
15. Investigate the use of communications technology to improve the accessibility of Financial Rights' service (including to Aboriginal and Torres Strait Islander communities, regional and remote communities, CALD communities and people with disabilities) and develop proposals for new service provision initiatives for consideration by staff and management. Any initiative aimed at Aboriginal and Torres Strait Islander communities must be conducted in collaboration with the Centre's Aboriginal staff and Aboriginal Advisory Committee.
16. Participate in regular training and professional development activities, including pursuing current & expert knowledge in financial law as applicable to the communications and policy work of the Centre.
17. Attend staff meetings and report on communications activities as appropriate, as well as participating in the general administration of the Centre as required, including participating in appropriate sub-committees.

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