



Communications Officer

Position Description

Friday 6 March 2026

QSAN Secretariat
118 Charles Street, Aitkenvale, Townsville Qld 4814
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Position Description – Communications Officer

Position Title:	Communications Officer
Terms:	Permanent part-time (19 hours / week) (flexible location)
Pay Award and Classification:	SCHADS Award Level 5
Reporting to:	Chief Operating Officer (COO)

ABOUT QSAN

The Queensland Sexual Assault Network (QSAN) is the peak body for specialist sexual violence support and prevention services in Queensland. QSAN membership includes services for women and specialist services for Aboriginal and Torres Strait Islander victim-survivors, culturally and linguistically diverse women, people with intellectual disability, young women, trans, and gender diverse young people, men and children and our members are located throughout Queensland, including in rural and regional locations.

QSAN services are funded to provide specialist sexual assault counselling, support, and prevention programs in Queensland. QSAN is committed to working towards ensuring all Queenslanders who experience sexual violence recently or historically, regardless of age, gender, sexual orientation, cultural background receive a high-quality response in line with best practice, client-centred principles.

The work of QSAN and analysis of sexual violence is from a feminist perspective and addressed within a trauma-informed specialist framework.

As a peak body, QSAN is required to:

- Undertake systemic advocacy on issues relating to the prevention of sexual violence and the provision of specialist advice to inform the development of Queensland Government's policy, program and legislative reform processes.
- Strengthen service system capacity and capability building including to identify and address common workforce, industrial, workplace health and safety issues
- Improve information sharing between government and the sector, supporting sector leadership development, and providing or promoting practice forums and workforce development and training events that provide opportunities to share knowledge and resources.
- Improve statewide co-ordination and integration of government and non-government services in responding to sexual violence in Queensland.
- Demonstrate leadership in increasing access, inclusion, and diversity for the sexual violence sector in the delivery of services.
- Demonstrate leadership in the development and implementation of practice standards and quality improvement.
- Assist in the development and implementation of mechanisms to collect and report on data to support ongoing performance improvement across the service system.
- Leverage and maximise outcomes for investment across the service system.

Position Summary

The Communications Officer reports to the Chief Operating Officer (COO).

The Communications Officer is responsible for developing and delivering strategic, ethical, and trauma-informed communications that advance QSAN's mission to prevent sexual violence and support victim-survivors. The role manages internal and external communications across digital platforms, media, campaigns, and publications, ensuring messaging is accurate, inclusive, survivor-centred, and aligned with advocacy goals and QSAN's branding guidelines. Working closely with the CEO and sector stakeholders, the Communications Officer amplifies the voices of the sector, promotes evidence-based messaging, supports public awareness and advocacy initiatives, and upholds best-practice standards in sensitive communications.



QSAN requires its employees to demonstrate a commitment to and alignment with the QSAN mission statement and philosophy. QSAN employees are expected to:

- Utilise intersectional feminist and social justice principles in practice.
- Actively contribute to teamwork and team care.
- Utilise collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility.
- Utilise consultative and transparent processes.
- Actively reflect on their own practice, foster trust and respect, and contribute to the ongoing improvement of QSAN service provision and processes.

In addition, QSAN employees are also expected to:

- Align personal performance to the Strategic and Operational Plans, relevant funding agreements, this position description and as directed by your line supervisor or the management team.
- Ensure compliance with all legislation, regulations, contracts and quality assurance standards applicable to the organisation.

QSAN employees are also required to comply with all QSAN policies and procedures.

Key Responsibilities

- **Content Creation:** Write, edit, and produce various materials like press releases, newsletters, website content, speeches, and social media posts.
- **Strategy & Planning:** Develop strategic communication plans, manage content calendars, and devise strategies to reach target audiences.
- **Media Relations:** Act as a point of contact, handling media inquiries on behalf of the CEO.
- **Digital Management:** Maintain and update QSAN's website, social media platforms, and digital archives.
- **Internal Comms:** Inform and engage QSAN member services through internal newsletters and regular sector meetings, forums, consultations, and events.
- **PR & Branding:** Support the development and review of QSAN's branding guidelines and manage and ensure consistent messaging across all channels.
- **Analytics:** Track campaign performance and provide reports to QSAN's Management Committee.

Key Selection Criteria

- Bachelor's degree in communications, Journalism, or a related field.
- Excellent writing, editing, communication, creativity, and analytical skills including excellent time management and organisational planning skills and initiative to work flexibly and autonomously as well as with direction from the line manager.
- Familiarity with social media best practices, digital marketing, and public relations.
- A sound ability to communicate to people from diverse backgrounds who may be affected by sexual violence and ability to translate this sensitively into media content.
- Demonstrated high level interpersonal communication skills, including the ability to positively interact with internal and external stakeholders, clients and staff from diverse backgrounds, and the ability to actively participate in collaborative decision-making processes.
- Demonstrated knowledge and experience in engaging with social media platforms including Facebook, Instagram, and Canva for effective social awareness, education and prevention activities.
- Demonstrated commitment to work within QSAN's stated aims and values, including an understanding of intersectional feminist and social justice principles as they relate to practice.
- Excellent time management, administrative, and organisational planning skills and initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, and in collaboration with the team.



Other Essential Requirements

- Current 'C' class driver's license.
- Possession of and/or ability to obtain a current Working with Children Blue Card and other checks as required.

Desirable

- Experience in the community sector, especially in the field of sexual violence and/or gendered violence.
- Experience in a QSAN member-based service organisation.

To Apply:

If you are interested, please send a cover letter addressing key selection criteria and essential requirements and a CV with two referees to HR@qsan.org.au

If you have any questions, please contact secretariat@qsan.org.au or phone 0493 199 950.

This role will remain open until filled. We will be shortlisting and interviewing candidates as applications are received.