Senior Manager, Social Impact
December 2021

Reporting to:	Director of Research and Impact	
Direct Reports:	One	
Status:	Permanent	Full Time We support flexible working. Please talk to us about what you want.
Salary range:	From $115,000 + super + fringe benefits	
Location:	Pyrmont, Sydney (Hybrid working supported)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

About the role and you

This role offers an exciting opportunity to drive impact in Australia's leading digital youth mental health organisation. Our Senior Manager, Social Impact will play a leading role supporting the delivery of our vision for young people and their parents, carers and school communities. Working closely with the Director, Research and Impact, and the Service Design and Delivery team, you will drive the development and implementation of ReachOut's impact measurement practice, and provide input into product, service and strategic decisions to maximise ReachOut's social value.

You will be a social impact devotee with a passion for non-profit mission; an organisational leader and influencer with strong skills and knowledge of outcomes measurement, data analysis and data use. You will be across organisational realities in the social/mental health sectors, including the importance of implementing measurement systems that

deeply respect the time and value of service delivery. You have a learning mindset, understand complexity and love to mentor and build capabilities in others.

In your writing and presentations, you communicate results in simple, easy to understand language or visuals, with a focus on the audience needs. You work effectively within multidisciplinary and cross-functional project teams. You are a curious, flexible, adaptable, innovative and well organised person with excellent interpersonal and multi-tasking skills.

Your key responsibilities are to:

- Implement ReachOut's impact measurement plan across the organisation.
- Develop, embed and continuously refine an organisation-wide Impact Framework, including outcomes, indicators, measures, and data collection activities, and oversee the ongoing monitoring and reporting against those outcomes around actionable insights.
- Work with ReachOut's Research and Impact team to build a deep understanding of social impact across the organisation.
- Work with ReachOut's data analysts to develop efficient data capture and analysis systems in order to inform outcomes measurement practice at ReachOut.
- Develop and maintain strong collaborative relationships with key internal and external stakeholders and apply your skills, knowledge and experience within cross-functional teams to support creative thinking and problem solving in a collaborative multi-disciplinary manner.
- Support new product and service design to ensure a focus on impact and alignment with ReachOut's strategic goals, and
- Design and deliver capacity building strategies to support the use of impact insights and evidence, for planning, decision making, funder reporting and continuous improvement.
- Prepare accessible reports and presentations for a range of internal and external stakeholders.
- Support the successful implementation of ReachOut's Reconciliation Action Plan

You work closely with:

Who	Purpose
1. Director of Research and Impact	Line manager. Provides management and guidance on day-to-day work, project activities and professional development and ongoing team leadership.
2. Impact Manager (direct report)	Provide leadership, management and mentor professional development, collaborate and provide support on specific projects and activities.
3. Research team	Participate as a positive and contributing team member, including mentoring the team to lead learning about outcomes measurement and social value.

4. Service Design, Delivery, and Digital teams	Develop strong partnerships to co-design outcomes and indicators, data collection, and analyse and report for ReachOut's Impact Framework. Work with service designers to build the evidence base for new services, and with the service delivery team to support continuous improvement across existing ReachOut products.

To be successful in the role, you will need:

- Relevant tertiary qualifications (Social Sciences, Public Health, Education, Evaluation, research) or equivalent experience.
- Deep understanding of, and experience in, social impact or outcomes measurement practice, within the health, education or social sectors, including development of outcomes frameworks, Theories of Change and outcomes indicators.
- Experience using digital systems for collecting and/or analysing qualitative and/or quantitative data.
- Understanding of social value measurement approaches such as SROI, RBA or SCORE, and of the ways in which these approaches are integrated into philanthropic or government reporting requirements.
- Experience leading change and building capacity within an organisation, preferably in the non-profit sector.
- Commitment to collaborative practice and co-design.
- Commitment to diversity and inclusion and to embedding Aboriginal and Torres Strait Islander approaches to impact measurement.
- Experience successfully managing projects within agreed time/budget parameters.
- Excellent written and verbal communication skills, including a proven ability to write accessibly and use visual forms of communication, and to present workshops.
- Demonstrated ability to be self-directed, organised and able to prioritise work effectively.
- Experience using remote collaboration and research tools (e.g. Google Drive, Trello, Miro, etc.)
- A passion for the work of the non-profit sector and deep commitment to principles of social value.

We also think it would be useful to have experience in (or want to learn about:

- The non-profit sector.
- Partnerships with impact specialists in Aboriginal CCOs, mental health and youth organisations.
- Design thinking and methods for social innovation.
- Youth mental health, trauma-informed practice, appreciative inquiry and person-centred practice.
- Web analytics software such as Google Analytics and dashboard presentation of data.