Senior Manager, Social Impact & Research
August 2025

Reporting to:	Director of Product, Research & Technology
Direct reports:	3
Status:	Full-time permanent We support flexible working – please talk to us about what you want.
Salary range:	Commensurate with experience + super + NFP salary packaging
Location:	Hybrid Model (office in Sydney)

ReachOut is an inclusive workplace, committed to providing opportunities for people from diverse and often marginalised groups. We encourage applications from people of all ages, backgrounds, and identities. This includes but is not limited to people with living experience of mental health issues and/or recovery, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people who identify as LGBTQIA+ and people with disability.

What ReachOut does

At ReachOut we are guided by a clear, simple ambition – helping young people feel better. This means that everything we do is designed to help young people feel:

- better in the moments when they most need help
- better about who they are and their place in the world.

And be:

- better able to cope with the challenges they're facing today
- better set up and equipped to manage when life doesn't go as planned.

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

100 per cent online and designed specifically for – and with – young people, ReachOut lets young people connect on their terms at anytime from anywhere.

Better **starts** **with** **us**

From one-to-one support from experienced peer workers to tips, stories, and resources, ReachOut offers a wide range of high quality and safe support options that allow young people to engage in the ways they want to, when they want to.

And, ReachOut Parents and ReachOut Schools provide valuable information, resources and advice to help parents, carers and educators to better understand the young people in their lives and to play an active role in their wellbeing.

About the role

We are seeking a strategic, insight-driven leader to join our team as **Senior Manager, Social Impact & Research**. In this role, you will drive our organisation's impact strategy and research and evaluation capability, guiding how we measure what matters and demonstrate meaningful outcomes for young people.

You will lead research & evaluation partnerships – both internal and external -, and own the development & implementation of key frameworks, including our Theory of Change and logic models.

You will also be responsible for delivering our annual [Social Impact Report](#), and ensuring our work contributes to the sector evidence-based through ongoing publication in peer-reviewed journals.

This is a high-impact, cross-functional role that blends research, evaluation, strategy, and stakeholder engagement and will be ideal for someone equally comfortable in academic, service design, and executive setting.

Key tasks

Partnership and stakeholder management

- Build and sustain relationships with a wide range of **external stakeholders** including government and philanthropic funders, clinicians, and youth advocates
- Establish and manage **collaborative partnerships** with Universities and research institutions
- Lead or support the development of research and evaluation funding proposals
- Ensure the organisation is featured in multiple peer-reviewed publications, and high quality reporting annually

Advice and guidance – product and service

- Guide and mentor the product manager to integrate impact thinking into service design
- Align and validate early-stage product or service ideas against logic models and outcomes frameworks

- Inform service and organisational strategy using data and research insights
- Offer expert research and evaluation guidance and deliver evidence reviews to inform product and service development
- Undertake in-house research projects and provide human research ethics advice

Social Impact research, evaluation, strategy and reporting

- Own and promote the organisation's Theory of Change, logic models, and impact measurement frameworks
- Design and oversee service & product research and evaluations
- Develop internal tools and processes for tracking, analysing, and communicating impact
- Lead the production of the Annual Social Impact Report, aligning with strategic priorities and funder expectations
- Communicate complex findings and impact narratives in accessible, compelling ways to diverse audiences
- Promote evidence-based practice organisation-wide

Main relationships

With	Purpose
1. Director of Product, Research and Technology	Line manager. Provides management and guidance on day-to-day work and project activities, and professional development and ongoing team leadership
2. Research & Impact Team	Supervise and manage performance and professional development of direct reports to ensure project delivery and quality control. Provide mentoring as appropriate
3. Senior Manager Aboriginal SEWB	Collaborate to provide leadership on specific projects and activities, and support strategic and operational initiatives
4. Service Delivery, Marketing and Communications Teams	Work on emergent cross-organisational projects directly, or through the management of other R&I team members

Selection criteria

To be successful in the role, you need:

Strategic thinking:

- Strong experience developing and applying Theory of Change, social impact frameworks, and outcomes measurement strategies

Applied research or evaluation expertise:

- Skilled in mixed-methods research and evaluation within health, education, or social innovation settings (or similar)

Internal and external stakeholder engagement and management:

- Excellent communication and relationship-building skills; able to drive collaboration across teams, partners, and sectors

Insight to action:

- Demonstrated ability to translate research and evaluation into strategic insights, service improvements, and meaningful storytelling

Lived experience sensitivity:

- Deep understanding of inclusive, trauma-informed, and co-designed approaches

Qualifications

- Clinical or academic background in psychology or related field

- PhD preferred, or equivalent applied research experience in youth mental health or adjacent sectors

- Demonstrated success in securing research or evaluation funding

- Demonstrated experience preparing timely, high quality, succinct and outcomes-based reports for clients and stakeholders is essential

- Strong track record of contribution to academic publications or impact-driven report.

Better - starts - with - us