

Manager, Social Impact (Aboriginal Identified)

August 2022

Reporting to:	Senior Manager, Research and Impact	
Direct Reports:	None	
Status:	Permanent	Full Time We support flexible working. Please talk to us about what you want.
Salary range:	Commensurate with experience (from \$90K + super + PBI salary packaging)	
Location:	Hybrid. Our office is in Pyrmont, Sydney	

ReachOut values diversity in our workforce. We encourage people with disability to apply for this role. This role is identified for Aboriginal and Torres Strait Islander people. Aboriginal or Torres Strait Islander identity, cultural knowledge or connections are a genuine aspect of the role.

About the organisation

ReachOut is transforming the way young people access mental health support. We are the online safe space that young people know and trust to discover, learn and access support as they experience mental health challenges.

For more than 20 years, ReachOut has been connecting and supporting young people, and their parent, carer and teacher networks, to a range of mental health services that are available when and where they need it. We make it easy for young people to connect on their terms, at any time, from anywhere.

As the pioneer of an online model of mental health support for young people all over Australia, we have continued to evolve. Today, we are recognised as one of the leading providers of specialist support for young people on the journey toward better mental health. We are helping to change the lives of young people for the better.

Purpose of the role

This role offers an exciting opportunity to drive impact in Australia's leading digital youth mental health organisation and build a better understanding about how to embed Aboriginal and Torres Strait Islander perspectives on social impact into ReachOut's services and products.

Our Manager, Social Impact will play a leading role supporting the delivery of our vision for young people and their families and communities. In this role you will work closely with the Senior Manager, Social Impact, and the Senior Manager, Aboriginal Social and Emotional

Wellbeing (SEWB). You will also work in close collaboration with ReachOut's Service Design and Delivery team, and Aboriginal and Torres Strait Islander Consultants who work with the Research and Impact team.

You will bring your experience and knowledge of Aboriginal and Torres Strait Islander perspectives, and an understanding of social impact. You are comfortable building networks and are a big supporter of clear, accessible communications. You work effectively with other teams and are flexible, adaptable and well organised.

Your key responsibilities are:

- Work with the Senior Manager, Social Impact, to build ReachOut's Social Impact Framework and implement measurement and reporting against the framework.
- Work with the Senior Manager, Aboriginal SEWB, to build understanding and cultural safety at ReachOut.
- Work to support ReachOut to value Aboriginal and Torres Strait Islander understanding of impact and embed cultural safety and cultural ways of knowing in our Social Impact Framework.
- Support the organisation-wide Social Impact Framework, including outcome measurement, data collection activities and reporting against those outcomes, so that they can be used to make a difference to how ReachOut supports young people, their families and communities.
- Work with ReachOut's Research and Impact team to help build a deep understanding of social impact across the organisation, including Aboriginal knowledge of social impact.
- Work with ReachOut's data analysts so that our data capture is accessible and easy to use in our social impact reports.
- Develop and maintain strong collaborative relationships within ReachOut and with external community partners and organisations
- Support new product and service design to ensure a focus on impact and to embed Aboriginal perspectives.
- Help to prepare accessible reports and presentations for staff and external stakeholders.

You work closely with:

Who	Purpose
1. Senior Manager, Social Impact	Line manager. Provides management and guidance on day-to-day work, project activities and professional development and ongoing team leadership.
2. Senior Research Manager, Aboriginal Social and Emotional Wellbeing)	Closely collaborate to ensure that ReachOut's Social Impact Framework captures the value of work to

	enhance Social and Emotional Wellbeing for Aboriginal and Torres Strait Islander Young People.
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. Design, Delivery, Product and Development teams	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, the following experience is preferred:

- Identify as an Aboriginal or Torres Strait Islander person.
- Relevant tertiary qualifications (Social Sciences, Public Health, Policy, Education, Evaluation, Aboriginal Health) or equivalent experience.
- Knowledge of Aboriginal approaches to social impact and social impact measurement.
- Understanding of outcomes measurement, including the use of data for the purpose of demonstrating social impact.
- An understanding of issues impacting on the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples and communities.
- Demonstrated written and verbal communication skills, including a proven ability to write accessibly and use visual forms of communication.

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

- The non-profit or community sector.
- Understanding of and/or experience in outcomes frameworks, Theories of Change and outcomes indicators.
- Experience using digital systems for collecting and/or analysing qualitative and/or quantitative data.
- Facilitating workshops.
- Building partnerships with impact specialists in Aboriginal Community Controlled Services, mental health and youth organisations.
- Collaborative practice and co-design.
- Youth mental health, trauma-informed practice, lived experience and appreciative inquiry.