

POSITION: Manager, Strategy Development and Outcomes
REPORTS TO: Head of Strategic Development and Impact
DATE CREATED: January 2020

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

Strategy & Engagement collaborates with key stakeholders across the organisation to develop and drive MCM's long-term strategy, enhance its key relationships and build its external profile.

The primary functions of the team are:

- Driving MCM's strategic planning, analysis and development activities;
- Managing MCM's brand and delivering marketing activities that support MCM's strategy
- Identifying and growing opportunities for shared value between MCM and key external relationships, including (but not limited to) the public, private benefactors, corporate partners, community and government;
- Collaboratively developing and implementing MCM's outcomes measurement framework;
- Delivering key external and internal events;
- Managing external and internal communications;
- Managing and/or co-ordinating government relations; and
- Managing public relations and media, including digital and social media platforms.

MCM's strategic planning is seeking to step change its impact and develop an outcomes framework to measure its impact and empower staff to make better decisions.

JOB PURPOSE

The Manager, Strategy Development and Outcomes will drive MCM's strategic planning, analysis, and development activities by developing an outcomes framework to influence strategic decisions. This role will be part of a team responsible for thought leadership on outcomes measurement and developing a scalable framework across MCM's 80 plus programs.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

Outcomes Measurement

- Partner with front line staff and senior managers to co-develop outcomes for key programs
- Develop data collection methods, including surveys and observational research
- Design easy to use dashboards
- Facilitate problem solving workshops

Strategic Development

- Conduct analysis on potential MCM opportunities
- Summarise analysis in presentations for executives and board members
- Contribute to the implementation of other high-level strategic projects as required and any future strategic projects

General

- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Head of Strategic Development and Impact or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

- | | |
|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none">• Senior Program Leaders• Executive Team |
|-------------------------------|---|

KEY SELECTION CRITERIA

Essential:

- Experienced in data driven problem solving
- Experienced in managing multiple aspect of a project
- Ability to think differently and challenge stakeholders in non-threatening ways
- High level internal stakeholder management.

- Superior verbal communication skills and ability to work with a team and coordinate work efforts toward agreed strategic and operational goals.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Desirable:

- Experienced in developing outcomes frameworks and outcomes measurement tools
- Experienced in facilitating workshops

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
PARTNERSHIPS	<p>Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

Accountable We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.