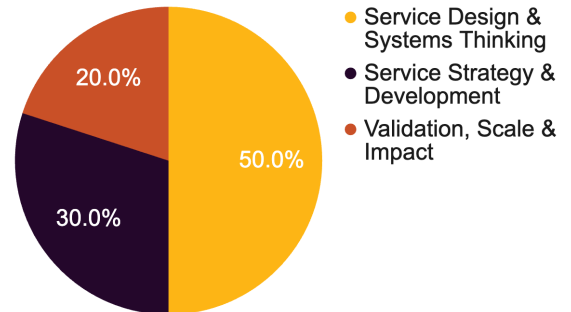


WHO YOU ARE

What is your role?	Strategic Service Designer
What team are you in?	Innovation Team
Who do you report to?	Head of Strategic Initiatives
Who are your key liaisons?	Practice Leads, Squad members, Lived Experience, Contributors

Key Areas of Focus



YOUR PURPOSE

To shape the strategy and design of innovative services that improve disability housing and living supports. Bringing together lived experience, sector evidence and systems thinking to identify opportunities, develop service models and contribute to broader system change.

SUMMER'S WHY & HOW

Our Belief

People with disability with high support needs can and should have meaningful choice about where they live, who they live with and how they are supported.

Our Purpose

We turn evidence into action by creating bold, practical and affordable solutions in housing and support that empower people with disability with high support needs to live with dignity, choice and connection. We share what works, so everyone can help build a more inclusive future.

Our Values

Be bold and continue to learn: We embrace complexity & overcome challenges through experimentation and determination.

Amplify others: We amplify others through empathy, connectedness and recognition.

Obsessed with Impact: We value impact over process and measure outcomes rather than inputs.

Lived Experience at the centre: We exist to deliver better outcomes for people with disability.

WHAT YOU NEED TO SUCCEED

- Qualifications in service design, human-centred design, design strategy or a related field.
- 5+ years' experience in service or experience design, including complex or strategic design challenges.
- Strong capability in strategic service design, systems thinking and human-centred design.
- Experience translating evidence, lived experience and system insights into opportunities, service models and design direction.
- Experience in service design discovery, journey mapping, service blueprinting, prototyping and testing
- Strong facilitation and stakeholder engagement skills, including experience working with people with lived experience of disability.
- Ability to consider the needs of people with disability alongside operational feasibility, scalability and broader system constraints.
- Clear communication and influencing skills, with the ability to simplify complexity and support strategic decisions.
- Collaborative, adaptable and committed to improving outcomes for people with disability.

KEY FOCUS AREAS

Key Focus Area	Key Success Indicator
Service Design & Systems Thinking	Shape service opportunities and future-state models through lived experience, sector evidence and an understanding of the broader system, identifying opportunities for meaningful change.

Service Strategy & Development	Translate strategic opportunities into practical service concepts and models that balance the needs of people with disability, feasibility, scalability and system realities.
Validation, Scale & Impact	Test and refine service concepts and models to understand their impact, strengthen what works and build readiness for implementation and scale.

THE ROAD TO IMPACT

Service Design & Systems Thinking – 50%

- Lead strategic service design to understand complex service and system challenges and identify opportunities for impact.
- Plan and lead service design discovery that brings together lived experience, provider perspectives, sector evidence and system insights.
- Synthesise complex information into clear insights, opportunity areas and strategic design directions.
- Map service journeys and ecosystems to understand how people, organisations, policy, funding and services interact
- Develop future-state service models and blueprints that guide design, development and implementation.
- Work directly with people with lived experience, partners and stakeholders to shape services, embedding inclusive and accessible design.

Service Strategy & Development – 30%

- Partner with the Epic Lead and squad to translate strategy and evidence into practical service models and experiences.
- Shape service concepts that balance the needs of people with disability with feasibility, scalability and sector realities
- Develop service concepts with people with lived experience, using prototyping and feedback to strengthen the service direction.
- Collaborate across teams and with partners to connect evidence, expertise and implementation requirements into service design.
- Clearly communicate service strategy, design rationale and recommendations to support alignment and decision-making.

Validation, Scale & Impact – 20%

- Define how service concepts and models will be tested and validated to support key design decisions.
- Synthesise learning from pilots, testing, lived experience and stakeholder feedback to understand performance and impact.
- Refine service models based on learning and strengthen their readiness for implementation or scale.
- Monitor sector trends, policy changes and system challenges and identify implications for service design.
- Capture and share strategic design insights to inform future epic work and broader system change.

Team Culture – 100% OF THE TIME!

- Embrace organisational values and contribute to culture
- Share ideas and innovative concepts to support Summer Foundation's purpose
- Thrive on a challenge and embracing the unknown
- Ensure impeccable delivery of work on all occasions
- Support team members to achieve great outcomes and impact
- Seek opportunities and committing to continuous development and self-improvement
- Contribute to a safe and healthy working environment for all

MAKE THE MOST OF YOUR JOURNEY AT SUMMER FOUNDATION!