



Position Description Impact Hub Lead

Position title	Impact Hub Lead
Reports to	Chief Executive Officer (CEO)
FTE	0.8 FTE (28 hours per week, based on 35-hour full-time work week)
Remuneration	\$120,000 – \$129,000 per annum pro rata + 12% superannuation
Direct reports	Impact Hub Project Officer (0.6 FTE) Associated Hub personnel (i.e. Consultants)
Location	46 Clianthus Street, O'Connor ACT
Date	29 September 2026

POSITION CONTEXT

Families ACT (FACT) is the peak body for organisations working with children, young people and families across the ACT. Our vision is a Canberra where all children and families thrive, and our work focuses on advocacy and awareness, contributing to research and policy, and strengthening the capability, connection and collaboration of the community sector.

FACT leads the Child, Youth and Family Support Program System Support Service, in consortium with the Youth Coalition of the ACT. The Service provides practical system support to strengthen the capacity of the ACT's child, youth and family sector, improve collaboration and knowledge sharing, and evaluation capability, capacity and performance.

The CYFSP is funded by the ACT Government, through the Health and Community Services Directorate (HCSD) to support vulnerable children, young people, and their families. The program aims to bridge the gap between universal services (e.g. public schools or community health) and statutory child protection or youth justice systems.

The ACT Government is commissioning a new CYFSP, with new services expected to start from July 2027. The System Support Service is part of this commissioning and was set up to strengthen connection and collaboration across the program. As the sector moves to the new CYFSP, the Service will support the transition, including onboarding new providers.

The System Support Service (the Impact Hub) brings together sector organisations, practitioners and other stakeholders to build relationships, share knowledge, develop capability and to improve outcomes for children, young people and families in the ACT. The Hub also supports monitoring, evaluation, learning and continuous improvement, helping ensure that system support is informed by evidence and responsive to the needs of the sector and the populations it serves.

The Impact Hub Lead will play a central role in creating the conditions for effective collaboration, connection and learning, working closely with the ACT Government through the Health and Community Services Directorate (HCSD), providers and consortium partners.

POSITION PURPOSE

The Impact Hub Lead provides leadership, coordination and systems stewardship for the Child, Youth and Family Support Program System Support Service (the Impact Hub), delivered by FACT in consortium with the Youth Coalition of the ACT (Youth Coalition) under the ACT Government's Child, Youth and Family Support Program (CYFSP).

The role leads the day-to-day operational management of the Hub across all three service components - Monitoring and Evaluation, Sector Development and Training, and Coordination and Connection - and acts as the primary relationship holder with HCSD and the CYFSP sector. The role reports to the Families ACT CEO.

KEY RESPONSIBILITIES

Operational Leadership and Program Management

- Establish a collective impact-based architecture for the Hub that connects, aligns and reinforces the three service components to support coordinated and complementary delivery.
- Lead day-to-day operational management of the Impact Hub across all three service components to support delivery.
- Develop and maintain the Annual Implementation Plan in collaboration with HCSD and the consortium, and monitor progress against agreed deliverables and milestones.
- Supervise the Hub Project Officer, providing clear direction, workload oversight, and regular performance feedback.
- Manage operational risks and escalate issues to the CEO as required.
- Contribute to consortium governance meetings and support the CEO in maintaining the consortium agreement and joint decision-making protocols.

Coordination and Connection

- Act as the primary coordination point across the CYFSP, building strong working relationships between HCSD, Directors, practice/team leaders or CYFSP funded services and other key stakeholders.

- Design and embed the shared processes, tools, systems and ways of working that enable CYFSP partners to communicate, share information, coordinate activity and work towards shared outcomes.
- Apply collective impact approaches to strengthen shared understanding, alignment, coordinated action, learning and continuous improvement across the CYFSP.
- Lead the design and implementation of the CYFSP provider onboarding approach, coordinating the systems, processes and relationships required to support the transition to the new CYFSP from July 2027.
- Build and strengthen connections between the CYFSP and other service systems, including health, disability, education, housing and alcohol and other drug services, to support better coordination and continuity for children, young people and families.
- Work with CYFSP-funded services, HCSD and other stakeholders to map and monitor the changing service landscape, identifying emerging trends, service gaps, connections and systemic barriers and providing advice to inform Hub priorities and activity.
- Act as a neutral convenor across the sector, facilitating complex and sensitive discussions and supporting constructive management of competing interests and potential conflicts of interest in the context of CYFSP commissioning.
- Facilitate the co-chair arrangements for the CYFSP Directors Group and support an effective operational relationship between Directors and the Hub.

Monitoring and Evaluation

Monitoring and evaluation activities are coordinated by Families ACT within the consortium, with dedicated evaluation expertise provided through an Evaluation Specialist based within the Youth Coalition. The Impact Hub Lead will work closely with the Evaluation Specialist and relevant consortium partners to ensure evaluation activities are integrated with the Hub's broader coordination, learning and continuous improvement activities. This may include:

- Supporting stakeholder engagement and co-design processes to inform the development of the Hub-level Program Logic and its internal monitoring and evaluation plan.
- Collaborating with Hub partners to support the implementation of the CYFSP M&E Framework amongst CYFSP providers and briefing the CEO on implications for Hub delivery.
- Coordinate the MOU for future data arrangements between the Hub and HCSD, managing negotiations and ensuring timely completion.
- Participating in developmental evaluation processes to support iterative refinement of the Hub model.
- Translate evaluation findings into accessible briefings and reports for key CYFSP stakeholders.

Sector Development and Training

- Facilitate sector champion and leader arrangements for the Practice Leadership Group (PLG) and effective co-chairing in partnership with HCSD.

- Support implementation of the Workforce Capability and Learning Framework through coordination of capability-building and training activities across the sector.
- Liaise with the Sector Development and Training Committee to progress improvements to the Sector Development and Training Fund Program in line with the recommendations of the 2025 evaluation of the Training Fund Program.

KEY CAPABILITIES

- Systems thinking - understands and navigates complex service systems, identifies interdependencies, and facilitate change across organisational boundaries.
- Stakeholder leadership - skilled at building trust, managing competing interests, and facilitating constructive dialogue across diverse stakeholder groups.
- Operational discipline - manages multiple workstreams simultaneously, maintains delivery momentum, and holds accountability for program outcomes.
- Communication and influence – able to translate complex program information into clear briefings, reports, and advice for senior/executive audiences.
- Collaborative leadership - able to lead through influence and relationship rather than authority, in a co-leadership context with government and sector partners.
- Judgement and initiative - able to exercise sound judgment under conditions of uncertainty and adapt program activities as context evolves.

QUALIFICATIONS

Essential

- Tertiary qualification in a relevant field (social policy, community development, public administration, human services, or equivalent).
- Demonstrated experience in a senior coordination, program management, or systems leadership role within the community services, government, or not-for-profit sector.
- Demonstrated experience in facilitating collaboration across organisations, sectors or systems, including establishing shared ways of working, processes and approaches that support coordinated action towards shared outcomes.
- Experience facilitating complex multi-stakeholder processes, including with government, peak bodies, and service providers.

Desirable

- Knowledge of, and experience working within, the ACT child, youth and family services landscape.
- Knowledge of collective impact theory and approaches, or demonstrated experience applying similar collaborative, systems-focused approaches.
- Experience in or exposure to monitoring and evaluation frameworks and sector development practice.
- Experience of project management software (e.g. Asana).