Impact and Growth Manager

POSITION DESCRIPTION

Service:	Operations
Program:	Program Innovation and Development
Position Title:	Impact and Growth Manager
Location:	27-29 Stanley Street, Wodonga but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 7 - 8
Travel:	Travel to local and regional offices is required from time to time using a fleet vehicle.

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety, as well as psychosocial wellbeing, fostering recovery from adversity through the creation of a trauma-informed community. Through the implementation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued, supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

UMFC have grown steadily over 45 years, servicing communities across North East Victoria and Southern NSW. With strong equity and stable operations, UMFC are passionate about delivering life changing outcomes for children, families and communities while continuing to grow place-based supports that meet people where they are at.

The Impact and Growth Manager is responsible for identifying and developing growth opportunities, diversifying revenue sources and leading organisation-wide outcomes measurement, evaluation and impact reporting. This is focused on ensuring UMFC is achieving desired service outcomes and can effectively demonstrate the difference its services make for children, young people, families and communities, in turn facilitating business continuity and continued growth.

The position supports the implementation and monitoring of UMFC's Strategic Plan, ensuring strategic priorities are translated into measurable outcomes, growth initiatives and organisational performance improvements.

The position reports to the Executive Director Finance and Strategy.

2. COMMUNICATION WITH OTHERS

Position reports to:	Executive Director of Finance and Strategy
Supervises directly:	Nil
Communicates internally primarily with:	Chief Executive Officer, Executive, ICT, Team Leaders and Operational Services
Communicates externally primarily with:	Partners and funding bodies, key Stakeholders, Peer Organisations, Tertiary organisations and advocacy partners.

3. KEY RESPONSIBILITY AREAS (KRAS)

The Impact and Growth Manager provides organisation-wide leadership and influence, working across all programs and functions to support growth, evidence-informed practice and long-term organisational sustainability.

Consistent with the UMFC values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 Strategic Growth and Revenue Diversification

Lead the identification, assessment and high-quality tendering for opportunities that strengthen UMFC's sustainability, impact and service reach.

This includes:

- Identifying and managing the tender pipeline for government, philanthropic and corporate funding opportunities
- Leading end to end grant and tender submissions
- Identifying and building the business case (including feasibility assessment) for revenue diversification initiatives
- Ensuring new contract implementation aligns with tender commitments

KRA 3.2 Outcomes Measurement, Evaluation and Impact

Lead the development and implementation of organisation-wide outcomes measurement, evaluation and impact reporting frameworks.

This includes:

- Developing program logic models and theories of change
- Establishing outcomes frameworks and indicators
- Leading relevant ethics processes and policies
- Building evaluation methodologies and tools
- Ensuring client voice informs outcomes framework and reporting
- Outcomes governance and data quality
- Social impact measurement
- Organisational impact reporting
- Build organisational capability in outcomes measurement, evaluation and impact reporting through coaching, education and support to leaders and service teams

- Develop a culture of evidence-informed practice where outcomes data is routinely used to support service improvement, strategic decision-making and funding sustainability

KRA 3.3 Performance Reporting and Business Intelligence

Lead outcomes reporting and the development of performance and business intelligence capability across UMFC. This includes:

- Embedding outcomes measurement and data collection within UMFC's client management system
- Dashboard development
- Data analysis and reporting
- Outcome measurement systems
- Performance monitoring
- Executive and Board reporting
- Ensure organisational reporting frameworks provide meaningful insights into client outcomes, organisational performance, service demand and strategic priorities
- Support Executive and Board governance through the provision of high-quality performance, outcomes and strategic reporting

KRA 3.4 Child Safety and Cultural Inclusion

Proactively promote and support a culture of child safety using the Sanctuary commitment of cultural humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).

KRA 3.5 Organisational Culture and Values

Be a role model and promote and maintain a service culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.

KRA 3.6 Team Collaboration and Professional Development

Actively participate as a team member in relevant meetings and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.

KRA 3.7 OHS Compliance, Physical and Psychosocial Safety Responsibilities

- Actively fulfil all Occupational Health and Safety (OHS) responsibilities relevant to this position, including both physical and psychosocial safety obligations.
- Actively identify and report physical and psychosocial hazards in the workplace
- Participate in risk assessments and implement agreed controls to reduce physical and psychological harm
- Support a positive workplace culture that promotes emotional, psychological, social and
- physical wellbeing, with colleagues and clients.
- Contribute to maintaining a safe, trauma-informed environment consistent with UMFC's policies, values and procedures

KRA 3. 8 Additional Duties

Other duties as directed.

4. KEY OUTCOMES OF THE POSITION

The position is accountable for:

Growth

- Growth in diversified revenue streams.
- Increased success of grant, tender and funding opportunities.
- Strategic partnerships established that contribute to organisational sustainability, service growth, revenue diversification and community impact
- Sustainable pipeline of grant, tender, partnership and investment opportunities aligned with organisational priorities.

Impact and Outcomes

- Organisation-wide outcomes measurement framework established.
- Consistent capture, analysis and reporting of outcomes data.
- Annual organisational Impact Report published and utilised to support advocacy, funding retention, partnership development and organisational learning.
- Increased organisational capability in outcomes measurement, evaluation and evidence-informed decision making.

Insight and business intelligence

- Evidence-based decision making across the organisation.
- Improved organisational understanding of emerging community need.

Organisational Capability

- Increased organisational capability in outcomes measurement and evaluation.
- Improved utilisation of performance and outcomes data across all service areas.
- Increased confidence of leaders in using evidence to inform planning, service improvement and funding decisions.
- Improved implementation of new services.

5. KEY PERFORMANCE INDICATORS

Key Performance Indicators of the role:

- Value of successful funding submissions.
- Growth in non-government revenue.
- Growth in philanthropic revenue.
- Strategic partnerships established that contribute to growth, impact or revenue diversification
- Percentage of programs with approved outcomes frameworks.
- Percentage of services capturing outcomes data through CRM systems.
- Annual Impact Report completed and utilised in funding, advocacy and stakeholder engagement activities
- Delivery of Executive and Board reporting dashboards.

6. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular =21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal
- Public Speaking – Occasional

7. KEY SELECTION CRITERIA

7.1 Tertiary qualification in social sciences, evaluation, public health, psychology, statistics, business, marketing or a related discipline.
7.2 Demonstrated experience in business development and organisational growth.
7.3 Demonstrated ability to lead through influence, build organisational commitment and drive change across multidisciplinary teams without direct line management authority.
7.4 Demonstrated success in securing funding opportunities, partnerships, grants, tenders or revenue diversification initiatives.
7.5 Demonstrated experience developing and implementing outcomes measurement frameworks and leading end to end service evaluations.
7.6 Demonstrated ability to collect, analyse, interpret data and communicate complex outcomes, performance and strategic information to a range of audiences.
7.7 Experience using CRM, business intelligence or reporting systems to capture, analyse and report organisational performance.
7.8 Highly developed stakeholder engagement, relationship management and influencing skills.
7.9 Demonstrated ability to lead organisational initiatives and influence change across multiple teams and functions.
7.10 Exceptional written and verbal communication skills, including the preparation of reports, business cases and funding submissions.

Highly Desirable:

- Experience conducting quantitative and qualitative research.
- Experience in statistical analysis using programs like SPSS.
- Experience in First Nations Evaluation and Data Sovereignty.
- Experience in project management and change management.
- Experience or qualifications in implementation science.

8. ADDITIONAL COMPLIANCE REQUIREMENTS OF THE POSITION

8.1 A satisfactory National Police Check (International Police Check if relevant)
8.2 A satisfactory Victorian and NSW Working with Children Check
8.3 Current driver's licence

9. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Managing competing priorities
- Working with stakeholder expectations that may not be realistic
- Working with people with a variety of abilities and needs
- Managing competing priorities and deadlines while maintaining safe work practices.
- Working with external agencies

10. REFLECTIVE SUPERVISION

At UMFC, Reflective Supervision is considered to be an integral part of service delivery and ensures oversight over workforce design and psychosocial hazards. The development of skilled and supported staff is dependent on the support and structured reflection opportunities provided by the Reflective Supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Reflective Supervision has a number of benefits for staff, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review.
- a forum of accountability for those to whom the staff is accountable (clients, organisation, profession).
- a reflective space for staff to identify their strengths, areas for development and any personal issues that may impact their professional practice.
- an opportunity for staff to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.
- reflection on psychosocial hazard exposure, understanding how work impacts wellbeing, and implementing strategies to enhance psychological safety.

Supervision is a requirement for all staff at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.