

# POSITION DESCRIPTION

## Service Designer

EFT:	Full time / part time flexible, one year contract
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Service Design Lead

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 150 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Read more about Infoxchange in our annual report at <https://infoxchange.org/2020>

### About the role

**Help us design the Ask Izzy service and uncover the potential for us to create better outcomes for people seeking help.**

The Social Innovation and Digital Inclusion (SIDI) team are looking for a Service Designer to play a key role in the design and experience of the Ask Izzy service for help seekers and service providers.

Reporting to the Service Design Lead you will join a small design practice that works alongside product, UX and development to design, explore and test help seeker and service provider experiences that will be embedded in Ask Izzy. This role will provide you with the opportunity to

be both strategic and hands on, and will be responsible for delivering service design streams of product and customer discovery.

You will build a deep understanding of the needs of people experiencing vulnerability and the complex system they need to navigate to find support. To deliver value, you will work closely with both the Service Directory product team and the Ask Izzy product team.

## What you'll be working on

Infoxchange owns one of Australia's largest health and welfare service directories. With over 370,000 services across Australia, this service directory is central to Infoxchange's business and social impact, and acts as a pillar to many of Infoxchange software solutions for the sector, individuals and communities. The directory data powers Ask Izzy, Infoxchange's award winning website that connects people in need with crucial services, as well as a number of Australian Government directories.

Ask Izzy ([www.askizzy.org.au](http://www.askizzy.org.au)) is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous.

In times of crisis, such as the recent bushfires and the COVID-19 pandemic, the importance of the directory and Ask Izzy has been highlighted with searches for help rapidly growing to over 300,000 per month from people all across Australia. Our ambition is to amplify that impact by enhancing Ask Izzy to further meet the needs of people in Australia and service providers nationally.

This is a unique opportunity to join a newly formed team at Infoxchange to shape the direction of our social impact, our implementation of emerging technologies and help people across Australia access vital services.

## Key working relationships

### Internal

- » Head of Social Innovation and Digital Inclusion
- » Service Design Lead
- » Product Managers
- » UX Designers
- » Technical development team

### External

- » Funders and partners
- » Product users, such as people experiencing vulnerability
- » Service providers and representative bodies

## Key duties and responsibilities

- » Join a cross-departmental product team and be responsible for the user across all stages of product development.
- » Work closely with multiple Product teams at Infoxchange to explore the user journey of Help Seekers and Service Providers, and to create solutions that meet their needs.

- » Conduct research with users on behalf of Infoxchange to drive new product/service development across key products. This will include sector representatives, internal and external stakeholders, Product Advisory Group (PAG) members and other people who will help us have better understanding of achieving our goals
- » Coordinate and facilitate workshops internally, with customers and users to determine current state pain-points and determine opportunities.
- » Make informed decisions based on user and customer needs in line with technology constraints.
- » Develop prototypes through workshops and co-design for testing and validating with users.
- » Build artefacts to communicate insights and develop our shared understanding
- » Be open to new ways of working, skill sharing and innovation to bring greater opportunities to Infoxchange.

## Key selection criteria

### Essential

- » Knowledge – You have a track record of designing and conducting user interviews, design research and facilitating workshops using co-design methodologies.
- » Communication – You'll be able to clearly communicate with diverse audiences using video and images to support story-telling and prototype design.
- » Empathetic – You are curious about users, what their needs and motivations are, and how we can help them. You understand, or are willing to develop and understanding of, the disadvantages that some people in Australia experience, and how this impacts their ability to participate fully in society.
- » Growth mindset – You are keen to explore new ideas and methods, and to share these and your knowledge with the wider Infoxchange team.
- » Pragmatic – You will understand that we never operate in perfect circumstances, and that we need to continually strive for better.
- » A bias to (considered) action – You recognise the needs we seek to address are urgent and growing, and have the ability to respond quickly and continuously, but always with care for those that use our services.
- » Adaptable – You will be comfortable rolling up your sleeves to deliver value and comfortable pitching in outside your core competency.
- » Reflective – You will feel comfortable talking about what went right or wrong in any process, and working with the team to improve the way we work.
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### Desirable

- » Experience working in small, agile teams.
- » Experience in end-to-end product or digital development from discovery to delivery
- » Experience working within complex systems and sectors
- » Experience in the community sector.

## Employment conditions

- » Located in Melbourne, Adelaide or Brisbane
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.

Infoxchange is committed to growing teams with diverse skills, abilities and experiences. We welcome applications from Aboriginal and Torres Strait Islander peoples, people with disability and people from culturally and linguistically diverse backgrounds, regardless of sex, sexuality or gender identity.