

POSITION DESCRIPTION

Social Innovation Lead

EFT:	Full time (<i>part time will be considered</i>)
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Head of Social Innovation and Digital Inclusion

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 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 family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of 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 to create 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.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The Social Innovation Lead will play a vital role in shaping and delivering Infoxchange's digital inclusion program with communities across Australia. Working alongside shared value partners, the Social Innovation Manager will manage and design new approaches to support digital inclusion through our Connected Futures Partnership, and deliver Infoxchange's national Digital Springboard program.

Using human-centred design methods and their knowledge of working with a diverse range of community members, the Social Innovation Manager will be at ease building relationships and partnerships to deliver what best meets community need.

They will manage the delivery of projects, deliver training and use their innovation expertise to shape Infoxchange's digital inclusion strategy and develop close working relationships with our partners and the community organisations we endeavour to support.

Key working relationships

Internal

- » Head of Social Innovation and Digital Inclusion
- » Social Innovation and Digital Inclusion team

External

- » Community members and the organisations that support them
- » Training delivery partners
- » Share value partnership partners
- » Funding partners
- » The Australian Digital Inclusion Alliance

Key duties and responsibilities

- » Use human-centred design methods to design and test prototypes that support digital inclusion.
- » Build strong partnerships with funding partners and community organisations to deliver our digital inclusion ambitions.
- » Manage the design agency team appointed to support the Connected Futures Partnership with CUA and the Red Cross.
- » Lead the monitoring and evaluation of digital inclusion initiatives
- » Support the design and implementation of Infoxchange's digital inclusion strategy
- » Manage and deliver the Digital Springboard program
- » Deliver Digital Springboard participant training sessions and train the trainer sessions to people across Australia
- » Use your strong communications skills to share stories of impact
- » Proudly represent the work of Infoxchange
- » Other duties as required

Key selection criteria

To succeed in this role at Infoxchange, you will demonstrate:

- » Strong human centred design or service design experience
- » Strong facilitation and training experience
- » Capacity to work with individuals and groups across a range of backgrounds

- » Demonstrated understanding and experience training in areas related to digital inclusion with vulnerable population groups.
- » Project management and relationship management experience providing high-quality project delivery within resource and time constraints
- » Experience monitoring and evaluating social impact programs
- » Strong partnership development and management experience
- » Excellent communication (verbal and written) skills
- » An interest in innovation
- » The capacity and commitment to work in alignment with the social mission of Infoxchange

Employment conditions

- » Working business hours with flexibility as required.
- » Located at the Infoxchange Richmond office in Melbourne, with travel as required. The role could also be delivered out of our Brisbane or Adelaide offices.
- » Friendly, supportive and inclusive work environment.
- » Terms and conditions as per employment contract.
- » Must complete a criminal records check.