



Position Description

Head of Social Impact

Position Title:	Head of Social Impact
Reports to:	CEO
Direct reports:	Co-management responsibility with Artistic Director for Facilitating Artists, Support Artists and Creatives
Status:	Permanent Part-time (6 months' probation period)
Hours of work:	(30.4 hours per week) Flexible working arrangements available.
Award:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Classification:	SCHADS Level TBC
Last updated:	August 2020

Purpose:

Head of Social Impact position is responsible for leading Milk Crate Theatre's Social Impact and will work closely with the Artistic Director to ensure excellence, innovation and delivery of best practice programming which drives impact in the communities in which we work. Responsible for oversight of operations of all workshops, participant assessments, the measurement framework and participant support.

Key Accountabilities:

Accountability:	Responsibilities:
<i>Social Impact Leadership</i>	<ul style="list-style-type: none"> Contribute to strategic and operational planning of Milk Crate Theatre in conjunction with the CEO and Artistic Director to ensure we are delivering on mission and vision. Leadership of MCT Social Impact ensuring excellence, innovation and delivery of best practice programming. Grow our social impact by increasing our participant volumes and number of programs offered in conjunction with the Artistic Director and Marketing & Business Development Manager.

	<ul style="list-style-type: none"> • Provide input into the Annual Artistic Program and plan of activities which delivers on both Artistic and Social Impact. • Work with CEO to ensure we have appropriate policies, procedures and evaluation in place to deliver on our Social Impact. • Identification and mitigation of risks.
<i>Program Delivery & Support</i>	<ul style="list-style-type: none"> • Work in conjunction with the Artistic Director to deliver Milk Crate Theatre creative workshop programs. • Manage annual workshop program ensuring that programs achieve targets and objectives within set budgets. • Work closely with Social Purpose Partners in the community to ensure joint approach to program delivery and negotiate appropriate onsite support for programs as needed. • Attend workshop sessions, rehearsals and productions as required to provide advice to Milk Crate Theatre Artistic Director and Facilitators on any issues that arise with participants through the workshop and creative development process and how these can be managed appropriately and safely. • Make recommendations to Artistic Director and Artistic Facilitators on proposed procedures throughout the workshop series, creative development and other projects. • Liaise with Artistic Facilitators about the appropriateness of tasks and triggering content. • Design and facilitate appropriate training for Artistic Facilitators to ensure they are appropriately equipped to support participants in programs.
<i>Participant Support</i>	<ul style="list-style-type: none"> • Provide Social Impact expertise that supports the wellbeing of participants and staff. • Responsible for the participant intake process including assessment of new participants and ensuring the Facilitating Artists have information and training required to support participants appropriately. • Facilitate and support the establishment of the participant group agreement regarding agreed acceptable behaviour at the beginning of each workshop in collaboration with the Lead Facilitator. • Check in with participants regarding wellbeing and support needs as required. Make referrals to appropriate services as required and follow-up on any disclosures. • Liaise with individual participants in relation to any behaviours that are inappropriate or infringing on the group agreement to put processes or supports in place to try and mitigate potential issues or incidents in the future. • Manage and report any issues or incidents with participants in accordance with incident management procedures. Support CEO/Artistic Director to deal with issues and incidents where a Social Worker perspective is required. • Responsible for participant database and reporting.

<i>Business Development</i>	<ul style="list-style-type: none"> • Support CEO/Marketing, Business Development Manager to develop appropriate applications to gain funding from the Social Sector (Government or others). • Contribute to grant writing and proposal development as required. • Provide program reports to support acquittal of funded projects including budget breakdowns and participant impact reporting.
<i>Partners & Stakeholder Management</i>	<ul style="list-style-type: none"> • Establish and maintain effective relationships with participants and stakeholders to ensure our programs are effectively delivering on social impact goals. • Develop and foster long-term relationships with social purpose organisations, funders and government to ensure effective program delivery, pathways for participant referrals and to provide support to the CEO and Marketing/Business Development Manager when engaging around our Social Impact. • Provide management and mentorship to the Facilitating Artist team in all aspects of participant support and impact.
<i>Impact Measurement & Reporting</i>	<ul style="list-style-type: none"> • Responsible for program evaluation and social impact measurement. • Review/develop social impact measurement framework. • Train and support appropriate team members to implement the evaluation process with participants and other stakeholders including appropriate reporting and implementation of assessments. • Responsible for ensuring measurement data is collected and recorded in an appropriate way. • Preparation of reports on Social Impacts at both a program and whole of company level.
<i>Administration</i>	<ul style="list-style-type: none"> • Contribute to the effective operations of the office and administrative functions. • Coordinate volunteers to support administration and project requirements. • Resolve issues as and when necessary to ensure optimum efficiency and effectiveness of Milk Crate Theatre.

Selection Criteria

Essential

1. Tertiary qualifications in Social Work and/or Psychology and a minimum of 3 years' experience working in Community Sector.
2. Demonstrated experience in working with community members who have experienced, are living with or are at risk of Homelessness, Mental Health Issues, Disability and any of the other issues that may be associated with social and financial disadvantage.
3. Knowledge of the broader range of supports available in the community to assist community members facing a board range of issues.
4. Experience in project management, including managing budgets, staff and resources to successfully achieve social impacts.

5. Demonstrated ability to approach work through a strategic lens, responding to core needs of an organisation and community.
6. A high level of autonomy, personal integrity and demonstrated good judgement tempered with the understanding of when to seek appropriate guidance.
7. Demonstrated ability to work under pressure, problem solve, take initiative and negotiate.
8. Good interpersonal and relationship skills that includes working collaboratively in a team environment and fostering a community of artists, arts workers and stakeholders from across the community.
9. Excellent written, oral and verbal communications skills.
10. Current NSW Driver's Licence, Working with Children Check and Criminal Record Checks.

Desirable

- Experience or passion for the Arts
- First Aid certificate
- Mental Health First Aid certificate