
Position title: Chief Impact Officer (CIO)
Reports to: Chief Executive Officer (CEO)

Launch Housing

Launch Housing has an ambitious agenda to end homelessness.

Helping over 18,000 people annually and with 380 staff in 14 locations and with a turnover of \$60 million, Launch Housing is of a size, yet nimble enough, to make a real impact on homelessness.

We believe homelessness is solvable but not without changing community attitudes and the stubborn persistence that some level of homelessness is inevitable and therefore tolerable.

We know we need a healthy culture to succeed and a purpose led strategy to guide effort and collective action. We are committed to reporting the impact of our work and forming alliances for change.

To find out more, visit our website at - <https://www.launchhousing.org.au/>.

Opportunity Overview

Launch Housing is entering an exciting period of renewal, informed by consultations with critical friends and a soon to be released high-impact strategy that aims to reverse the rate of street homelessness in Melbourne.

An opening now exists for Launch Housing's first ever Chief Impact Officer to join the team to accelerate strategy attainment and engage and mobilise staff and the community in our first ever annual Impact Report.

The Covid-19 crisis has demonstrated that our own health is intimately connected to the health of the person next to us and that everyone needs shelter. Many in the community have or are experiencing some form of economic or housing insecurity and the latest research confirms that attitudes to homelessness have softened.

A window of opportunity exists to help deliver our strategy ambition for Launch Housing 'to be the change we want to see' and to become a high-impact organisation that is clear on purpose; that measures and communicates impact; cultivates a strong and vibrant culture; plans intentionally; evaluates for improvement; and thinks outside the box.

Reporting to the Chief Executive Officer and a member of the senior leadership team with a strong internal and external presence, the Chief Impact Officer (CIO) has leadership responsibility for technology in practice, people and culture, learning and development, data analytics and evaluation functions.

The CIO also leads the annual Impact Reporting processes to engage the community in understanding the progress Launch Housing is making in Melbourne; the world's most livable city, to reverse the rate of homelessness and how Melbourne can become a world leader in ending homelessness.

The CIO is the custodian for the organizational theory of change, providing thought leadership, strategic oversight and guidance to senior staff and the Launch Housing Board on strategy and impact-led decision making, people leadership and staff engagement for a healthy performance culture to flourish.

Direct Reports

The role has the following current Manager reports:

- Service Development
- Learning and Development
- People and Workforce Development
- Information Systems
- Planning and Projects

Responsibilities and Accountabilities

The CIO will:

- Role model behavior that exhibit Launch Housing's service philosophy and values in action.
- Deploy creative energies and resources to develop a healthy and modern organizational culture.
- Lead processes so that strategy attainment replaces Business as Usual as the marker of success.
- Shape and publicly communicate an annual Impact Report to convey where Melbourne sits in the global leadership stakes on ending homelessness and the progress Launch Housing is making to reverse the rate of homelessness in Melbourne.
- Evolve and maintains staff and stakeholder engagement with Launch Housing's theory of change.
- Ensure the intended impact of services are crystallized in theories of change, impact narratives or program logics for evaluation to occur.

Attributes and Experience

The ideal person candidate will:

- Be brave and energetic in leading and championing change...
 - Because homelessness has been getting worse not better
- Be highly engaging with outstanding communication skills...
 - Able to engage hearts and minds, to grow people and lead change in self and others
- Be striving for what's best with considerable people skills...
 - Focused on client and community outcomes, innovative and able to hold others and self to account.
- Be a collaborator with purpose...
 - Utilizing influencing skills, enterprise and systems thinking to generate and create shared value.
- Have cross sector experience across...
 - Sustainability, human services, health sciences or business
- Have senior level stakeholder experience...
 - With one or more of the community, government and investor relations sectors
- Have formal evaluation or applied research experience...
 - Conducting, interpreting data or deploying evaluation techniques with for-purpose-organizations