



Impact and Performance Lead

Organisational Services – Data and Performance Team



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Purpose articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When dealing with challenging behaviour, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Impact and Performance Lead

Team

Data and Performance Team

Reports to

Organisational Services Lead

Line Manages

Data and Performance Team

Classification/Award

SCHADS Level 8

Talkin

Organisational Services Lead

Based at

West End

Backup when absent?

Data and Performance Team

Organisational Services – Data and Performance Team

Organisational Services provides support and resourcing through the key areas of Finance, People and Learning, Administration and Governance Support, Communications and Stakeholder Engagement, Information Technology, Quality and Risk, Data and Performance, Work Health and Safety and Resource Management. Organisational Services work to ensure governance and legislative compliances are achieved, so that the organisation can continue to provide high quality services to the community.

The Data and Performance team oversee the data systems and provide support for the collection of participant data, along with assistance to analyse and identify issues and discrepancies, with a focus on generating insights for future advocacy and measuring Micah Projects impact.

Position Description

As an Impact and Performance Lead, you will...

Work in close collaboration with the CEO, Organisational Services Lead and the broader leadership team to interpret, analyse and present data to internal and external stakeholders to show the impact and value of services. You will lead the Data and Performance team to ensure all data is accurate and submitted to the relevant funding bodies.

Key Responsibilities

Data and Impact

- Collaborate with the Communications and Leadership Teams to craft human-centered storytelling aligned with measured outcomes and evidence.
- Compare and benchmark organisation data to state or national datasets to benchmark progress and impact.
- Lead the Data and Performance Team to ensure systems and practices are meeting the requirements of data collection in line with funding agreements, service contracts and all other compliance requirements.
- Lead high level data reporting for impact, including leading the team to deliver high-quality data visualisation for internal and external reporting as well as advocacy.
- Develop and provide reports and presentations, to clearly and concisely communicate findings to key stakeholders.
- Support senior leaders and the broader leadership team to understand impact or programs, and broader organisational impact.
- In collaboration with the Communications team, translate complex data into meaningful narratives to support communications, funding submissions, and public engagement.
- Collaborate with program teams to embed impact measurement across teams.
- Maintain knowledge of emerging tools, standards, and practices in social impact measurement.

Performance Reporting

- Lead the delivery of accurate, timely and purposeful reporting to funders, partners and stakeholders.
- Ensure data is accurate for all reporting.
- Utilise the systems required to report and record all data, performance and compliance.

Leadership and Management

- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Promote a culture of respect, safety, and trauma informed approaches.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.

- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Cluster Leads to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement, and communication.

Essential Attendance

- Leadership meetings as required.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects operates 365 days a year, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate ☐ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone
☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated expertise in data analysis, reporting, and visualisation ideally using tools such as Power BI, and Excel.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable

- Knowledge and experience using databases, communication and digital technologies effectively.
- Experience in managing reporting obligations to government or funders in a community, social services or health setting.
- Demonstrated high level experience working with technology and software systems including an ability to learn new software quickly and provide superb attention to detail.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.

- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation’s work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ Date _____

Document History		Version Number	02
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