

POSITION DESCRIPTION

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| Position title | Impact Manager | | |
| Employment status | Permanent | FTE | Full Time |
| Reports to: | Chief Executive Officer | | |
| Location: | Melbourne, Australia | | |

Overview

The Impact Manager plays a central role in delivering StreetSmart's national impact strategy, working closely with the CEO and broader team to ensure the organisation's grant making and material aid programs deliver meaningful outcomes for people experiencing or at risk of homelessness.

Working across both strategy and implementation, the role leads the design and delivery of StreetSmart's grant making and SleepSafe programs, ensuring they are informed by sector insight, responsive to community need, and aligned to the organisation's evolving strategic priorities.

The role works across impact, fundraising and communications functions to ensure programs are effectively delivered, that community insights and impact stories are captured and translated, and that StreetSmart's work with grassroots organisations informs funding decisions, partnerships and broader engagement.

Through strong program leadership, sector engagement and impact measurement, the role ensures StreetSmart's initiatives remain practical, accessible and responsive to the needs of smaller organisations, while supporting the growth of programs, partnerships and funding that drive greater impact over time.

Key responsibilities:

Grant Making Strategy and Delivery

- Lead the design and implementation of StreetSmart's national grant making program, ensuring strong alignment to organisational strategy, clearly defined impact areas and measurable outcomes.
 - Apply sector insights, community engagement and data to inform funding priorities, identify gaps and opportunities, and shape funding approaches that respond to the most effective and practical solutions to homelessness at a local level.
 - Oversee end to end grant program delivery, including application design, partner outreach, assessment processes, decision making support, contracting and distribution, with the support of administrative roles and services
 - Ensure grant making approaches are accessible, low burden and responsive to the realities of small, grassroots organisations, removing unnecessary barriers while maintaining rigour and fairness in decision making.
 - Maintain and continuously improve grant making frameworks, processes and criteria to reflect best practice while remaining nimble, adaptive and fit for purpose in a changing environment.
 - Oversee grant tracking, reporting and compliance, ensuring integrity of data, clear documentation of decisions and alignment with financial, legal and governance requirements.
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Material Aid Strategy and Program Oversight

- Lead the ongoing development and delivery of StreetSmart’s material aid programs, particularly SleepSafe, ensuring strong alignment to community needs and clear impact outcomes for people experiencing or at risk of homelessness.
- With the support of administrative roles, external partners and services, oversee material aid delivery including distribution planning, partner engagement, forecasting and logistics, ensuring kits are directed to priority communities where they can have the greatest impact.
- Ensure programs are informed by partner feedback, community insight and data, and are continuously improving to remain relevant, responsive and effective.
- Identify opportunities for sustainable growth and expansion of material aid programs, balancing increased reach with quality, impact and operational feasibility.
- Collaborate with fundraising and communications teams to support the revenue development of SleepSafe, contributing impact insights, stories and data that strengthen partner engagement and fundraising outcomes.

Impact Reporting and Sector Insight

- Lead the development and implementation of StreetSmart’s impact measurement and reporting framework across grants and material aid programs. This includes outcomes frameworks, theory of change and reporting, leading to collaboration with key staff on the Annual Impact Report.
- Oversee the collection, management and analysis of qualitative and quantitative data from community partners and grant recipients, ensuring insights are used to inform decision making, program design and support fundraising efforts.
- Translate community insights, data and lived experience into clear impact narratives and strategic recommendations that strengthen StreetSmart’s programs.
- Drive continuous improvement by embedding learning into program design and delivery, ensuring StreetSmart’s initiatives remain responsive, effective and grounded in community need.

Community Partner Engagement and Sector Engagement

- Build and maintain strong, trust based relationships with community partners, grant recipients and sector stakeholders, ensuring ongoing engagement, open communication and a clear understanding of partner needs and challenges.
- Engage actively with the sector to identify emerging needs, gaps and opportunities within the homelessness ecosystem, using these insights to inform program design, funding priorities and strategic direction.
- Support collaboration, knowledge sharing and connection across the sector where appropriate, helping to strengthen local ecosystems and encourage more coordinated and effective responses to homelessness.

Program Integration and Organisational Contribution

- Contribute to StreetSmart’s advocacy and awareness efforts by identifying key sector moments and opportunities that help highlight the experiences of people facing homelessness and the work of grassroots organisations.
- Develop and deliver impact presentations, stakeholder briefings and communications that strengthen awareness of StreetSmart’s work.

- Work cross-functionally with fundraising, partnerships and communications to align impact delivery with revenue and engagement activities, contributing to campaign development by ensuring clear articulation of impact and funding outcomes
- Support operational systems, processes and tools that enable effective program delivery (CRM, reporting, workflows)

Selection Criteria

Essential to success in this role is the ability to deliver impactful programs while building strong relationships across the sector. You will bring a balance of strategic thinking and hands on execution, using data and community insight to drive meaningful outcomes for people experiencing or at risk of homelessness.

- Demonstrated experience in grant making, program delivery and social impact roles within the not for profit or community services sector, from strategic design through to implementation
- Strong understanding of the homelessness sector (and its intersectional areas), with the ability to identify needs, gaps and opportunities and translate these into practical program responses
- Proven ability to design, deliver and continuously improve programs, including managing end to end delivery across multiple stakeholders and operational requirements
- Strong stakeholder engagement skills, with the ability to build trusted relationships with community organisations and partners
- Experience in impact measurement, reporting and storytelling, including the use of qualitative and quantitative data to inform decisions and communicate outcomes effectively
- High level organisational and communication skills, with the ability to manage multiple priorities, work in an agile environment and translate complex information clearly
- Experience working successfully in a small team environment, requiring a somewhat adaptive and flexible approach to program delivery

StreetSmart Australia is an Equal Opportunity Employer. Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQIA+ people, people with lived experience, and culturally and linguistically diverse people are strongly encouraged to apply. We are happy to adjust our recruitment process to support accessibility needs.

Last updated March 2026