

Raise Foundation Position Description	
Title	State Lead SA
Version	January 2026

Position Summary

The State Lead is responsible for leading the effective delivery of Raise's youth mentoring programs within their allocated state or region. The role combines people leadership, program oversight, and community engagement to ensure programs are delivered safely, consistently, and to a high standard in line with Raise's Practice Calendar and Youth Safety Framework.

Reporting to the Programs Director, the State Lead works closely with the Head of Delivery and Quality Assurance to ensure fidelity, continuous improvement, and operational excellence across their accountabilities. The State Lead builds strong relationships with community partners and supports Program Counsellors to strengthen school relationships and deliver excellent programs that achieve Raise's impact goals.

Reporting Structure

Reports to: Programs Director

Direct Reports: Program Counsellors

Works closely with: Head of Delivery and Quality, Youth Safety, Marketing, Engagement, Fundraising, Data and Youth Insights.

Key Responsibilities and Outcomes

Program Delivery and Fidelity

- Manage end-to-end program delivery in your allocated state by implementing Raise's Practice Calendar (the operational schedule guiding program delivery and quality milestones) to ensure consistent and high-quality delivery of mentoring programs.
- Monitor program implementation, mentee and mentor management, and evaluation completion.
- Ensure adherence to Raise's Youth Safety Framework, operational standards, and quality benchmarks.
- Escalate risks, incidents, and significant delivery issues promptly to the Programs Director, Head of Delivery and Quality Assurance, or Youth Safety Officer as required.
- Champion continuous improvement by sharing learnings, participating in process reviews, and implementing agreed improvements.

People Leadership and Development

- Lead, coach, and develop Program Counsellors to deliver excellent programs aligned with Raise's values and standards.

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- Conduct regular supervision, performance reviews, and professional development conversations using the Program Counsellor Rubric.
- Foster a collaborative, supportive, and inclusive team culture that values wellbeing, accountability, and high performance.
- Support workforce planning, recruitment, and onboarding in partnership with People and Culture.
- Ensure your team operates in line with the Program Counsellor Manual and Youth Safety Framework.

Partnership and Community Engagement

- Support Program Counsellors to maintain and strengthen relationships with partner schools and community organisations in your state.
- Lead school renewal and closure recommendations using the School Selection Framework, in collaboration with the Head of Delivery and Quality Assurance.
- Assess potential new schools or community partners for Raise programs, liaising with local stakeholders as required.
- Establish and evaluate school partnerships – liaise with school leadership to negotiate agreements and assess outcomes.
- Represent Raise at regional education, youth sector, community, public relations, and fundraising forums or events as required.
- Partner with Marketing and Engagement teams to support local volunteer recruitment and community awareness initiatives.

Operational Excellence and Reporting

- Ensure Program Counsellors maintain data accuracy in Salesforce; review and validate records regularly to ensure compliance.
- Track delivery progress against state targets and provide regular reports to the Programs Director.
- Collaborate with the Head of Delivery and Quality Assurance to implement quality assurance processes and address any delivery inconsistencies or quality issues.
- Provide operational reports and escalate issues to the Programs Director promptly.
- Participate in national and cross-functional projects to strengthen delivery systems and consistency.

Compliance and Youth Safety

- Lead school renewal and closure recommendations using the School Selection Framework, in collaboration with the Head of Delivery and Quality Assurance.
- Uphold all aspects of Raise's Youth Safety Framework and ensure timely incident reporting.

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- Work with the Youth Safety Officer to ensure team compliance with mandatory reporting requirements.
- Operate within Raise's policy manual, Work Health and Safety framework, and all relevant legislative obligations.

Skills and Experience

Essential Experience and Qualifications:

- Relevant degree qualifications in psychology, counselling, youth work, or social work, plus minimum 2 years' experience.
- Demonstrated ability to lead program delivery teams in youth, community, or education settings.
- Strong coaching, supervision, and performance management skills.
- Excellent organisational and communication skills, including report writing and stakeholder liaison.
- Outstanding interpersonal, relationship-building, and people management skills.
- Sound understanding of child protection, youth safety, and mandatory reporting requirements.

Technical and Analytical Skills:

- Proficiency in Salesforce or similar CRMs.
- Competency in Microsoft Office Suite and cloud-based collaboration tools.

Additional Requirements:

- Completion of Raise selection process, including Youth Safety Checks
- Must hold a current Working with Children (Employee) Check and National Crime Check.
- Completion and regular updates of Raise Mentor Training Course.

Desirable:

- Experience as a Raise Mentor (ideal but not essential).
- Experience as a Raise Program Counsellor (preferred).
- Certificate IV in Training and Assessment.

Qualities and Personal Attributes

The ability to demonstrate leadership in the following essential qualities and attributes:

- Genuine passion for supporting young people and commitment to supporting young people and aligning with Raise Foundation's purpose, mission and vision.
- Warm and approachable and builds genuine connections with diverse stakeholders through a positive and professional approach.
- Inspired by working in a dynamic, rapidly evolving non-profit organisation with a strong vision for growth.

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- Collaborative, inclusive and supportive working style.
- Values open, honest, and clear communication to build trust and engagement.
- Acts with integrity, demonstrating a high level of professionalism, discretion, and respect for confidentiality.

State Lead's Rights

Integrity and honesty

A psychologically and physically safe and inclusive working environment

Support and clear direction from the Raise CEO and Executive Management Team

Clear guidelines on expectations through well communicated policies and procedures

Confidentiality, respect and professionalism

Flexibility and balance

Valued and accepted by Raise Foundation

Key Performance Indicators (KPIs)

The measurable outcomes for this role are as outlined in the detailed organisational KPIs and as agreed directly with your manager.

High level organisation goals

1. Deliver mentoring and training programs that have a significant impact
2. Expand that impact to more young people, organisations and communities
3. Ensure we do it sustainably

Role-specific measures

- Programs delivered in accordance with the Raise Practice Calendar and quality standards.
- Achievement of state targets for mentee, mentor, and program numbers.
- Program Counsellors receive regular supervision and achieve performance objectives.
- Data integrity and timely reporting in Salesforce.
- Youth Safety compliance and incident management standards are met in cooperation with the Youth Safety Officer.

Raise Foundation Overview

Our Purpose, Mission, Vision and Impact

Raise significantly improves youth wellbeing by connecting trained and trusted mentors with every young person in Australia who needs one. Raise ensures young people thrive through adolescence, believe in themselves and others, and are equipped with tools for life.

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Raise Foundation Personality

We are passionate about our work and the benefits we create for our mentees, mentors, team members, partners and communities. We have six values that express our shared understanding of what we believe, how we behave, and what we aspire to as an organisation:

Be Courageous – we are imaginative, driven, progressive, confident

Show Heart – we are kind, passionate, sincere, empathetic

Give Respect – we believe in acceptance, equity, inclusivity

Apply Integrity – we operate with authenticity, accountability, transparency

Bring Vitality – we are positive, fun, energetic, inspiring

Deliver Excellence – we are evidence-based, responsive, consistent, experts in our industry

Youth Safe, Youth Friendly Organisation

Raise Foundation is committed to being a Youth Safe, Youth Friendly organisation and will, for all young people who come into contact with our programs, provide welcoming, safe and nurturing services for young people, work to prevent child abuse and neglect within our services, appropriately and immediately address child abuse and neglect if it occurs, and place the interests of any young person suffering from harm, or at risk of harm, above the interests of any other individual or the organisation.

This position description provides an overview of the key responsibilities and expectations of the role. It is not an exhaustive list of duties, and the incumbent may be required to undertake additional tasks as needed. The description may be updated periodically to reflect evolving business needs. It does not form part of the employment contract. As the incumbent gains experience, they will be encouraged to take initiative, propose improvements, and contribute to the ongoing effectiveness of the role.