

Project Designer, The Social Impact Lab Alberta 17-month Contract (August 2024 – December 2025)

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for a Project Designer, The Social Impact Lab Alberta to join our dynamic Transformation team.

Reporting to the Project Director, The Social Impact Lab Alberta, the Project Designer will support the support the Project Director in working through each stage of the design and innovation process: from designing and implementing research to generating, prototyping, testing and implementation creative solutions. This role will bring project management principles and design practices including project communications, and fiduciary oversight to the development and implementation of the initiative.

We are looking for someone that has a strong entrepreneurial mindset toward business and social innovation, while being able to navigate competing structures. You have a passion for applying your design skills to problem solving in the interest of collective impact on the lives of Albertans. We seek someone who is empathic, curious, highly collaborative, and open to exploring innovative ideas that may go beyond visual solutions.

The Social Impact Lab (the Lab) was created by United Way of Calgary and Area (in collaboration with J5 Design) in 2018. Since then, the Lab has established a strong reputation in leading social innovation initiatives in Calgary and Area.

The Lab is now expanding its scope to include all non-profits across Alberta as part of The Social Impact Lab Alberta initiative. We are looking for a Project Designer, The Social Impact Lab Alberta to support delivery of our scaling strategy to enable further social change across Alberta and work with engaged Albertans to make a difference and to elevate our brand.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

What you will do

- Works with Project Director in the development and implementation of The Social Impact Lab Alberta scaling initiative, specifically leading the scaling of the Inspire Product and facilitating Community Co-Design processes.
- Active in project management and project reporting, design, research, data gathering and project communications activities.
- Leads projects on a day-to-day basis, manage project teams, priorities, resources, and timing including research, design, testing and implementation of various solutions as part of our scaling initiative in the province.
- As an integral member of the Transformation and Innovation team, you will use a co-creative approach, working with a cross functional team of internal and external resources, to design products, services, and approaches to meet community needs, managing the innovation process from ideation to prototype, pilot and supporting communities to eventual scale.
- Provides budget management related to scaling strategies.
- Demonstrates a commitment to ensuring ethical space and respect for both Indigenous and Western systems.
- Applies Design Thinking / Service Design methodology and tools e.g., brainstorming, storyboarding, and prototyping to synthesize and draw insights from community and customer research and create 'to be' journeys and solutions for execution.
- Visualizes and communicates design ideas using tools/techniques such as personas, customer journey maps, frameworks and/or infographics.
- Where needed, performs research, and conducts interviews to understand user/customer behaviours, pain points, needs and aspirations.

- Ideates and develops concepts to demonstrate potential solutions across different moments along the customer journey and see these solutions and prototypes through to fruition.
- Demonstrates strong facilitation and community engagement skills, fostering collaborative environments and meaningful participation from diverse stakeholders.
- Works closely with the Service Designer to ensure alignment and synergy in scaling initiatives.
- Provides comprehensive and insightful reporting on project progress, outcomes, and impact.
- Works closely with academia, municipalities, and other stakeholders, fostering collaborative relationships and integrating their expertise and perspectives into project activities.

What you will bring

Experience:

- An undergraduate degree in a related design field combined with at least 7 years of progressively responsible experience in innovation, design, and project management.
- Experience and success in using design-led approaches to build user-focused solutions.
- Well-versed in best practices in social innovation, design thinking and community co-design.
- Demonstrated experience in project management, analysis, and financial management.

Attributes:

- Demonstrated understanding of design thinking as an approach to problem solving.
- Experience in storyboards, human centric flows, prototypes, and testing methods.
- Ability to work and collaborate with other disciplines within the company and with other parties – internal & external.
- Experience project managing complex projects throughout the design and innovation cycle.
- Strong interpersonal and relationship management skills to build relationships, co-create and collaborate with team's, citizens, and the broader community of stakeholders.
- Strong presentation, facilitation, and communications skills, both written and verbal.
- Ability to synthesize insight from complex and unstructured data and transfer research and best practice models to ongoing work.

United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for over 80 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

In addition to meaningful work where you can have an impact, United Way also offers a comprehensive compensation and benefits package, a hybrid work environment, and flexible working hours.

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

Our Commitment to Health and Safety

At United Way we are committed to protecting our team, our clients, and the community we serve by providing a safe and healthy workplace. We will follow all health and safety guidelines in accordance with the Occupational Health and Safety Act of Alberta and Alberta Health Services guidelines.



To Apply

Send **cover letter and resume (PDF)** by 4:00 pm July 18th, to hr@calgaryunitedway.org

Subject Line: Project Designer, The Social Impact Lab Alberta – Your Name.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.