

POSITION DESCRIPTION –Evidence, Impact & Research Manager

AGENCY:	CatholicCare		
DIVISION:	Families	POSITION TYPE:	Ongoing
SERVICES:	Divisional wide responsibilities	POSITION STATUS:	Part / Full Time
LOCATION:	Lewisham & other sites as required	DATE OF APPROVAL:	November 2021
KEY RELATIONSHIPS	Executive & Senior Service Delivery Managers Community Engagement Risk and Business Assurance	APPROVED BY (Position Title):	General Manager

PURPOSE OF THE POSITION

Reporting to the Executive Manager – Practice Excellence & Outcomes Office, the Evidence, Impact & Research Manager will provide support to the Families Division to systemically prove the impact and outcomes of its broad service offering in order to protect, maintain and grow our funding partnerships for the benefit of the communities we serve. Evidence-based practice is an industry standard and access to accurate, valid information and data on the impact of our services and what practice we need to improve is an essential requirement for service improvement, innovation and sustainability in an increasingly competitive funding environment.

This role will be responsible for the development, implementation and oversight of the divisions' impact, evaluation and continuous improvement frameworks / outcomes reporting / model - assisting Clinical and Service Delivery managers to understand the key drivers impacting client outcomes and enhancing CatholicCare's ability to provide efficient and effective person centred care. The role champions foundational principles of CatholicCare's clinical service including:

- Evidence Based Practice
- Trauma Informed Practice
- Inter-professional Practice
- Family / Person Centred Practice
- Stepped care and early intervention
- Cultural Sensitivity
- Quality and Safety

The role will eventually provide a broad range of functions that ultimately promotes the work and impact of CatholicCare – including research for, and preparation of, policy, advocacy and position papers.

KEY ACCOUNTABILITIES

Prove our Impact, Deliver Quality Outcomes & Value, Enhance our Voice

- Design and support the implementation of the evaluation framework for our service models and change initiatives – as informed by our funding models / contracts, current industry standards, key national strategies, and evidence-informed practice. In particular:
 - a. Program Logic models (including theory of change)
 - b. Identification or design of outcome indicators / measures
 - c. Identification of key performance indicators or markers of effectiveness;
 - d. Identification of relevant validated measurement tools i.e. scales or other,
 - e. Design of qualitative and quantitative evaluation strategies to measure impact
 - f. Management of Government Funding Agreement evaluation strategies within relevant programs (e.g. DSS SCORE)
 - g. Collation and development of detailed literature reviews. Review and maintain knowledge of industry benchmarks for specific service areas
- Support the implementation of outcome & impact measurement activities in service delivery teams (e.g. training of client-facing staff in the administration of outcome measurement tools)
- Develop and implement outcomes monitoring frameworks for practice areas, services and systems change initiatives.
- Use impact and evaluation data to inform our continuous improvement initiatives, e.g. provide data analytic insights in relation to client accessibility, experience, and client / community outcomes
- Process quantitative and qualitative research data and ensure that all data is high quality, collected and secured appropriately in accordance with ethical, cultural, and confidentiality requirements.
- Ensure research and evaluation findings are delivered as clear, impactful communications & insights that inform and educate multiple audiences – clients, service delivery teams, and funders.
- With the Partnership Development Manager, monitor and advise the organisation about developments in relevant areas of Australian Government policy in the Families and related sectors.
- Prepare discussion papers, position papers and policy documents on relevant topics for use by CatholicCare.
- Produce milestone, final project, research and evaluation reports, briefing papers and executive correspondence.
- Contribute to conferences, seminars, and publications as required.
- Assist with policy, research and advocacy initiatives.
- Conduct, lead and manage mixed methods research and evaluation projects, including: scope and design; implementation of project and data management systems; analysis and interpretation of outcomes & impact data
- Other duties as directed from time to time

SELECTION CRITERIA

Essential

- A graduate and / or postgraduate qualification in a relevant discipline, such as Sociology, Psychology or Community Development.
- A passion for using evidence and impact data to inform and evaluate service model design and client experience, and demonstrated capacity to design and apply research and evaluation strategies to policy, programs, and practice
- Experience designing and leading impact and evaluation strategies in a community services context, to inform service model design, impact measurement and continuous improvement initiatives.
- Experience working in government, community services, advocacy and/or research, particularly in areas such as family relationships and/or mental health.
- Mixed methods research skills and experience.
- An excellent understanding of data quality and statistical issues and a commitment to data accuracy
- Demonstrated ability in knowledge translation, exchange, implementation and/or dissemination of complex information, including the ability to translate complex information into plain English for a range of audiences.
- Well developed project management, organisational and administrative skills, and the ability to effectively determine priorities and achieve defined outcomes within strict deadlines.
- Excellent analytic and strategic thinking, written and oral communication skills, including the ability to effectively communicate with a broad range of people.
- Excellent interpersonal and teamwork skills, including the capacity to build and maintain positive professional relationships and partnerships with non-government and government stakeholders.
- High degree of computer literacy including experience using relevant software such as Microsoft Office Suite
- Demonstrated skills in the preparation of audience specific reports.
- Ability to maintain confidentiality of sensitive information.
- Excellent problem-solving and conflict resolution skills.
- Demonstrated initiative and capacity to work independently without direct supervision under broad direction and as part of a multidisciplinary / multi functional team.
- Proven ability to thrive in a complex and dynamic environment.

Desirable

- Tertiary qualification in social policy, social science, law, economics or other relevant discipline
- Established network of government, industry and community stakeholders

Successful candidates will be required to clear probity checks including National Criminal History Record Check and Working with Children Check (where relevant to the role).

ACKNOWLEDGEMENT OF POSITION HOLDER

I have read and understood the requirements of the above position and I have received a copy of this document.

Position Holder :

_____/_____/_____
(Date)

(Signature)