

Mission Australia

About us: Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.

We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.

Together, we stand with Australians in need until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration

Goal: End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title: Evaluation Specialist

Award/Agreement: SDEA

Classification/Level: Project & Practice Employee Level 3

Executive Function: Practice, Evidence and Impact

Business Unit/Program: Evidence and Insights

Reports to: Impact Measurement and Evaluation Manager

Position Purpose: The Evaluation Specialist is responsible for the dissemination and application of Mission Australia's Impact Measurement and Evaluation strategy across the organisation that empowers learning and action.

Through the design and implementation of an overarching strategic approach to collecting and analysing evidence and data, applying key insights and identifying opportunities, impact measurement and evaluations/evaluative approaches will be accessible and relevant in supporting the broader organisation achieve its strategic priorities.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Strategic Application of integrated Impact Measurement and Evaluation systems
Key tasks	Position holder is successful when



<ul style="list-style-type: none"> • Lead the design and delivery of high-quality Monitoring, Evaluation and Learning Frameworks (process and outcomes) and other evaluation projects to assess the merit, worth and significance of MA work. • Lead and undertake quantitative and statistical analysis of multiple data sources to answer key evaluation questions, demonstrate credible evidence of impact and drive insights to improve service delivery. • Plan and undertake significant organisational projects that align with MA strategic priorities, with a particular focus on integrated monitoring, evaluative and learning approaches that generate actionable insights. • Enable the integration of funder required evaluations into service or program level reporting. 	<ul style="list-style-type: none"> • Impact Measurement and Evaluation strategic project work is timely, and delivered to business requirements, within agreed timeframes, to quality standards. • Impact Measurement and Evaluation is relevant and aligned with the organisation’s strategic priorities. • New opportunities for improving service delivery outcomes and impact are identified through analysis and shared insights. • Funder outcomes measures and evaluations are managed, enabled and delivered on time.
<p>Key Result Area 2</p>	<p>Capacity Building</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Actively contribute to the development of an impact measurement and evaluation capacity building strategy to support staff to effectively use evaluation and data insights in their work to inform strategic, financial and organisational decision-making. • Contribute to the development of new or improved systems and processes that enable staff to access to necessary insights as simply and as intuitively as possible. • Provide an expert contribution to the development and implementation of quantitative quality assurance (QA) processes and standards to ensure evaluation designs and findings are high-quality and produce credible evidence of impact. • Follow standard quality assurance processes and support team members to ensure the quality of team deliverables. • Inform and implement a strategic communication plan for the dissemination of IM and Evaluative insights across MA and the wider sector as appropriate that champions learning and drives improvement. 	<ul style="list-style-type: none"> • MA staff demonstrate increased awareness and understanding Monitoring, Evaluation and Learning at MA, and use the information and insights to support operational and /or business decisions. • QA processes are documented and adhered to, resulting in improved data quality, accuracy and reliability. • MA publications of impact measurement and evaluations are accurate, useful and strategic.



<p>Key Result Area 3</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and maintain strong, collaborative relationships with key internal stakeholders to ensure ongoing relevancy of both the integration of IM and evaluative approaches into service delivery and the strategic application of impact measurement and evaluation insights. • Proactively manage stakeholder expectations, resulting in high level stakeholder satisfaction and engagement. • Develop and maintain close relationships with internal managers and teams, fostering an environment of collaboration, innovation and sharing of good practice. 	<ul style="list-style-type: none"> • Key internal stakeholders report high levels of engagement and satisfaction with the work and relationship they have with the Impact Measurement and Evaluation Specialist. • The analysis and insights generated are considered by stakeholders to be of high quality and strategic value. • The Impact Measurement and Evaluation Specialist’s work is informed by and builds on the work of Practice, Evidence and Impact and other MA business units as appropriate.
<p>Key Result Area 4</p>	<p>Continuous Improvement</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Contribute to the design and implementation of analysis, evaluation and reporting frameworks that lead to the continual improvement of existing business systems and processes in service delivery, contributing to improved client and business outcomes and impact. • Provide expert guidance internally on new impact measurement, evaluation and/or related research, and trends in the sector to more effectively apply insights. • Keep up to date with new methodologies and innovation in impact measurement and evaluation frameworks, to identify new opportunities to drive improvements. 	<ul style="list-style-type: none"> • IM and evaluation insights are used to inform continuous improvement opportunities within services delivery and more broadly across the organisation. • IM and evaluation analysis methods and their application to business are regularly reviewed and ongoing reflective practice is in place to support continuous improvement opportunities.
<p>Key Result Area 4</p>	<p>Cross Functional team participation</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Participate or lead relevant cross-functional teams, as they relate to particular service streams, programs or individual services, and actively identify areas for improvement. • Proactively undertake improvement initiatives in collaboration with SMEs and operational managers across different business units/ programs/ sites as appropriate. • Apply your skills, knowledge and experience within the cross-functional 	<ul style="list-style-type: none"> • There is a demonstrated contribution to client and business outcomes through specific improvements initiated by cross-functional teams in which the Impact Measurement and Evaluation Specialist participates. • The improvement initiatives are implemented through collaboration within cross-functional teams, leveraging existing capability within Practice, Evidence & Impact and in consultation with other contributors across Mission Australia.

team to enable creative thinking and problem solving in a collaborative multi-disciplinary manner.	
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Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors.
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety.
- Acquire and keep up to date knowledge of work health and safety matters.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively, represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Tertiary qualifications in evaluation, human services or social sciences, with a substantial research methods component.
- Proven expert experience in designing and implementing all stages of Monitoring, Evaluation and Learning projects within a large organisation.
- Experience using evaluation synthesis methodologies to draw evaluative conclusions about the merit, worth or significance of a program.
- Demonstrated experience using mixed methods evaluation designs, with specialist skills in

quantitative data analysis involving large data sets, including the use of statistical software packages (i.e. SPSS).

- Extensive experience undertaking and providing guidance on complex evaluation tasks and quantitative data collection and analysis.
- Extensive experience in building the capacity of client-facing workers to participate in, use and apply evaluation insights to improve their own work, including approaches that involve client participation.
- Demonstrated success in collaboration and building strong, respectful and robust relationships.
- Proven ability to communicate complex information, in a simple yet compelling way, both in writing and orally to multiple audiences.
- Sound judgement and proven ability to exercise autonomy as appropriate, with limited direction from senior leaders.

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.

Key challenges of the role

- Managing ambiguity and complexity in data, information, systems and processes to deliver concrete evidence of the impact of MA Service Delivery on clients, communities and the broader organisation.
- Managing relationships with key stakeholders given the diversity and complexity of Service Delivery (type of service provided, duration of intervention, funder and contractual requirements) and client needs.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Driver's Licence	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/> _____



Approval

First Name Last Name

Day Month Year

Manager name

Approval date