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| **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: | Impact Measurement and Evaluation Officer |
| Award/Agreement: | SDEA |
| Classification/Level:  | Project & Practice Employee Level 1 |
| Executive Function: | Practice, Evidence and Impact |
| Business Unit/Program: | Evidence and Insights |
| Reports to: | Impact Measurement and Evaluation Manager |
| Position Purpose: | The Impact Measurement (IM) and Evaluation Officer is responsible for contributing to 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.  |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Strategic Application of integrated Impact Measurement and Evaluation systems** |
| **Key tasks** | **Position holder is successful when** |
| * Contribute to the development, implementation and learning from projects or initiatives (including evaluations) designed to identify, learn from and report on the impact, effectiveness and/or worth of MA work on toward organisational and aggregated client outcomes.
* Contribute to significant organisational projects that align with MA strategic priorities, with a particular focus on integrating impact measurement and evaluative approaches into actionable insights that improve client outcomes.
* Contribute to the embedding of evaluation and analysis frameworks and drive insights, leveraging operational data and integrating relevant client and business insights from various sources, as required, to improve service delivery outcomes and impact.
* Enable the integration of funder required client outcomes measurement and evaluations into service or program level reporting.
 | * 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.
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| **Key Result Area 2** | **Capacity Building** |
| **Key tasks** | **Position holder is successful when** |
| * Actively contribute to the development and implementation of training, tools and capacity building strategies for staff to effectively use evaluation, impact measurement approaches and client insights in their work to inform strategic, financial and organisational decision-making.
* Contribute to the development of new or improved systems, processes and behaviours that allow workers to undertake key tasks with access to necessary insights as simply and as intuitively as possible.
* Inform and follow standard quality assurance (QA) processes and support team members in ensuring the quality of team deliverables.
* Inform and contribute to the implementation of 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.
 | * MA staff demonstrate increased awareness and understanding of Impact Measurement and Evaluation 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.
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| **Key Result Area 3** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * 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.
 | * Key internal stakeholders report high levels of engagement and satisfaction with the work and relationship they have with the Impact Measurement and Evaluation Officer.
* The analysis and insights generated are considered by stakeholders to be of high quality and strategic value.
* The Impact Measurement and Evaluation Officer’s work is informed by and builds on the work of Practice, Evidence and Impact and other MA business units as appropriate.
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| **Key Result Area 4** | **Continuous Improvement** |
| **Key tasks** | **Position holder is successful when** |
| * 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 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.
 | * 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.
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| **Key Result Area 4** | **Cross Functional team participation** |
| **Key tasks** | **Position holder is successful when** |
| * Participate in 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 team to enable creative thinking and problem solving in a collaborative multi-disciplinary manner.
 | * 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 Officer 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.
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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.*****U Work Health and Safety**All staff 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](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe).
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Tertiary qualifications in human services, social sciences, research, management or related field, desirable.
* Experience in using or implementing monitoring and evaluation approaches, impact measurement frameworks and/or social change theories within a large organisation.
* Experience using digital systems for collecting and/or analysing qualitative and/or quantitative data.
* Demonstrated experience and skills in building the capacity of client-facing workers to participate in, use and apply impact measurement and evaluation techniques to improve their own work, including approaches that involve client participation.
* Ability to synthesise and analyse complex information and develop solutions and proactive strategies for improving quality and outcomes.
* 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.
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| **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.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Driver’s Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval** First Name Last Name Day Month Year

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| **Manager name**  |  | **Approval date** |  |