

POSITION DESCRIPTION

POSITION TITLE	Lead - Evaluation & Evidence
DIVISION	Social Policy and Research Centre (SPARC)
DEPARTMENT	Monitoring, Evaluation and Learning (MEL)
REPORTS TO	Senior Manager - Monitoring & Evaluation

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal - these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care and services for families, older people, refugees and asylum seekers. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DIVISION AND DEPARTMENT PURPOSE

SPARC has responsibility for seeding new approaches to social policy, programs and practice that help shape a better future for individuals, families and communities experiencing poverty, inequality and social exclusion.

Situated within SPARC, the Monitoring, Evaluation & Learning (MEL) team integrates diverse expertise to build monitoring, evaluation and learning systems that enable reflection, adaptation, and impact. We do this by collaborating with partners in research, service development and policy to:

- Develop and implement outcomes monitoring frameworks for practice areas, services and systems change initiatives;
- Rigorously evaluate our service models and change initiatives to understand and demonstrate our impact;
- Cultivate and embed a learning culture through the development of inclusive platforms, processes, and resources supporting inquiry;
- Promote and apply ethical MEL practices that expand the capability of BSL staff, partners, and service participants.

POSITION PURPOSE

The Lead – Evaluation & Evidence will lead the design of an organisational Evaluation Framework & Practice Guide and oversee its successful implementation across the BSL's diverse service, research & policy portfolios. This will involve working closely with service managers and researchers to build their capability to strategically commission, design and conduct high quality evaluations. This includes building on work to date to develop guidance on how to rigorously monitor and evaluate our systemic change initiatives.

To achieve this, the Lead will build strong working relationships with portfolio leads, service managers, practitioners, researchers, and policy analysts – leveraging their expertise and building their capacity - to plan, undertake or oversee evaluations and service reviews that are meaningful and reflect the diverse goals, needs and capabilities of our services.

The Lead will contribute to cultivating an active learning culture across the BSL where we routinely distil and engage with evidence to adjust, enhance and scale our service models and initiatives. This extends to establishing the BSL as a leader in evaluation and the responsible use of data and advancing the organisation's mission to effect systemic change.

KEY RESPONSIBILITIES AND DUTIES

1. Evaluation policy, practice and commissioning

- Work with the Senior Manager - Monitoring & Evaluation to develop an organisational framework and practice guide to scope, resource, commission and undertake evaluations;
- Advise on and oversee the commissioning of reviews and evaluations of BSL services, including research design, data collection, analysis and reporting;
- Advise on the design of complex evaluations of strategic service models that evidence and can be used to effect systemic change.

2. Capacity building

- Support researchers and practitioners to convert their deep subject matter expertise in policy & practice into well-designed evaluations;
- Develop and roll-out resources and tools as needed to support the successful implementation of the evaluation framework & practice guide;
- In collaboration with the Senior Manager – Monitoring & Evaluation, work with portfolio leads to instil practices that enable adaptive program management cycles whereby service models are refined, enhanced and scaled based on evidence.

3. Analysis & Reporting

- Plan, undertake and / or direct complex analysis for evaluation purposes, applying relevant theory and statistical techniques to generate robust and useful insight;

- Implement quality control practices to safeguard the integrity and validity of analysis and ensure findings are reported in a transparent, accurate, complete & timely manner;
- Prepare and direct the preparation of high-quality evaluation reports and other publications that clearly communicate key findings, limitations and recommendations.

4. Project management and governance

- Advise on the commissioning and execution of concurrent evaluations, including those conducted by external evaluators where appropriate, ensuring appropriate governance mechanisms as required by the evaluation practice guide;
- Ensure evaluations adhere to BSL policies on ethical research, privacy and data management, proactively identifying risks / issues and implementing solutions.

5. Stakeholder management & strategic advocacy

- Build trusted and resilient working relationships with key stakeholders to establish the MEL team as a valued partner;
- Exercise discernment to manage complex relationships, earning buy-in and consensus with an astute understanding of needs, concerns, expectations and interests;
- Support the Head of MEL to engage with Government and other NFP agencies to contribute to policy debates concerning evaluation and the responsible use of data.

6. Teamwork and Accountability

- Work closely with the Senior Manager – Monitoring & Evaluation to ensure workstreams are clearly prioritised, aligned and supported by the effective allocation of team capability, capacity and resourcing;
- As needed, direct evaluators, analysts or research assistants in the performance of their roles and ensure appropriate on-boarding, training and development;
- Advise on and undertake recruitment as per BSL recruitment policy and process;
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices.

7. Multi-Skilling

- Other related duties within the level of the position and scope of the incumbent's competence and training.

TO BE SUCCESSFUL YOU MUST HAVE

Knowledge and Qualifications

- Postgraduate qualification or specialized training in evaluation or related field in the social sciences, with expertise in quantitative and qualitative social research design;
- An understanding of current debates and emerging practice related to evaluation methods, evidence-based policy and responsible data;
- An understanding or capacity to quickly acquire an understanding of the not-for-profit sector and the areas in which the BSL works.

Skills and Experience

- Extensive experience undertaking evaluations of human and community services;
- Highly developed methodological skills in both qualitative and quantitative data collection and analysis;

- Demonstrated experience working directly with practitioners to build evaluation capability, including facilitating theory of change workshops, planning & designing evaluations, and reflecting on evaluation data;
- A track record of successfully delivering a portfolio of projects;
- Demonstrated capacity to develop effective working relationships across functional areas and with key external stakeholders to lead collaborative efforts to advance work;
- Excellent written communication skills including an ability to develop content using appropriate mediums for a range of publications and audiences;
- Fluency with quantitative methods & statistical software applications (e.g. R, STATA) and familiarity with data visualization techniques and packages (e.g R, Tableau, PowerBI);
- Advanced proficiency with Microsoft Office, specifically Excel, Word and PowerPoint.

Attributes

- A passion for developing, understanding and harnessing evidence to improve service delivery, inform decision making and influence policy design and reform to end poverty;
- A strong commitment to developing the capacity and capabilities of staff and colleagues and to realise the full-potential of their skills and knowledge;
- Uses discernment and interpersonal skills to establish other's needs, concerns, feelings, expectations and motivations;
- Integrity, maturity and strong personal and business ethics combined with sound judgement and a commitment to transparency and accountability;
- An understanding of and empathy with the values and ideals of the Brotherhood.

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required;
- A satisfactory Police Check and Working with Children Check is required for this position. The Brotherhood will facilitate this process;
- A valid Australian Driver's License and ability to attend different work locations as required.