

POSITION DESCRIPTION

Position Title:	Research and Evaluation Lead		
Program/Team:	Quality Research and Innovation		
Employment Type & Hours:	Full time 76 hours per fortnight		
Employment Award:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 6
Working From:	McLachlan Street Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the Quality Research and Innovation Senior Manager		
Probation Period:	6 months		
Primary Purpose of Position:	<p>The Research and Evaluation Lead works collaboratively with EMT, BYS managers and staff to ensure high quality research, evaluation and monitoring activities underpin and enable evidence-informed service delivery and service development. This role leads the collection and analysis of data for both service evaluation and strategic organisational learning purposes. The position leads and contributes to the development and dissemination of knowledge both internally and externally about the needs of young people and service responses that have a positive impact on outcomes for young people and their families.</p>		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
Selection Criteria:	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYS vision, objectives and values 2. Demonstrated knowledge of a range of research and evaluation methodologies and theories and experience designing and implementing quantitative and qualitative evaluation research methods, tools, and frameworks 3. Demonstrated experience conducting ethical and trauma-informed research and evaluation with young people and families 4. Demonstrated ability to lead, inspire, train and build capacity through staff engagement activities related to research and evaluation 5. Highly developed research, evaluation and data analysis knowledge and skills relevant to human services programs 6. Ability to exercise a large degree of autonomy, work under minimal direction, and prioritise work tasks to meet organisational reporting requirements 7. Strong communication skills, including interpersonal, oral and written skills with advanced report writing and presentation skills to effectively communicate complex information in an engaging way to diverse audiences 8. Demonstrated ability to provide high level advice and resolve organisational data collection and use challenges in a way that develops and motivates staff and managers 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A postgraduate qualification in Social Work, Human Services, Psychology, the Social Sciences or comparable qualification OR substantial demonstrated experience in a related field • Current Queensland driver's license • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • National Police Check clearance 		

	<ul style="list-style-type: none"> Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; and COVID-19 Two relevant references, including most recent manager, if relevant
Skills & Experience:	<ul style="list-style-type: none"> Minimum 3 years' experience conducting research, monitoring and/or evaluation of community sector programs and services Highly developed relationship-building skills with human service delivery teams and young people Highly developed monitoring, research and evaluation project leadership skills Experience influencing research and evaluation agendas in human service organisations Experience producing quality, timely and engaging research, monitoring and evaluation reports for a range of internal and external stakeholders Experience developing networks and collaborative relationships with internal and external stakeholders and service providers Ability to visualise data for a variety of audiences and abilities
Personal Attributes:	<ul style="list-style-type: none"> An ability to lead, motivate, and contribute in a positive way to the health of an organisation Ability to work independently exercising a high degree of initiative, judgement and decision making Self-reflective with strong critical thinking and analytical skills An ability to lead, direct, motivate and contribute in a positive way to the health of an organisation Personal drive and integrity and ability to stay calm under pressure Consultative and collaborative working attitude Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable Commitment to a learning culture and ongoing professional development
Role and Responsibilities	
Leadership:	<ul style="list-style-type: none"> Manage, identify, mitigate and monitor operational risks in service delivery and actively use risk management systems to ensure the safety of staff, young people and the community Demonstrate leadership qualities such as ability to mentor, support, guide and build capacity as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience Plan and support staff induction processes including practice mentoring and shadowing opportunities for new team members Use project management tools [Asana] to manage projects and prepare reports as required Provide expert advice to managers, senior managers and EMT on data collection requirements and solutions to monitoring external funding Key Performance Indicators
Research and Evaluation:	<ul style="list-style-type: none"> Work under limited direction from the Quality, Research and Innovation Senior Manager or the Executive Management Team Manage significant organisational monitoring, research and evaluation projects including, for example, Annual Client Survey, Annual Data Report, Quarterly and Monthly Data Reports to the Board and Executive Management Team Lead and contribute to the development of new research and evaluation procedures and methodology where solutions to problems cannot be found in documented research or evaluation techniques, or literature Working closely with the QRI Senior Manager, implement processes for learning from research, monitoring and evaluation evidence Drive the implementation of the BYS Evaluation Framework, including qualitative and quantitative data collection activities as well as regular reviews of the Framework

	<ul style="list-style-type: none"> • Work with the QRI Senior Manager, EMT, BYS senior managers, managers and service delivery teams to gather, analyse, interpret and report accurate and meaningful client data to support improved service responses, advocacy, funding proposals, government submissions, fundraising and marketing needs and reporting • Develop, implement and monitor project specific evaluation frameworks and methods for any new funded projects and trial initiatives • Provide advice to senior managers and the EMT on complex or unusual monitoring, research or evaluation matters • Work closely with the QRI Senior Manager to manage BYS research activities enabling relevant quality research that raises awareness of the needs of young people and effective service responses for young people • Present BYS research at relevant sector events, conferences, through academic publications and other activities which promote BYS and its services • Develop and maintain key partnerships with other research and evaluation professionals in the sector to ensure collaborative practice and best practice in evaluation • Model accountability and quality data recording with all BYS staff/teams to ensure they understand data management expectations and can collect meaningful data using existing/new data collection tools and techniques • Develop policies and resources for staff about research and evaluation strategies at BYS • Make decisions for program specific research, monitoring and evaluation practices and provide expert advice on organisation-wide practices. • Provide expert data collection advice and manage improvement projects for client record management systems • Provide expert advice and make decisions about how to best utilise client record management system forms and fields to record internal monitoring/evaluation KPIs as well as external funding KPIs • Maintain up-to-date user access to client record management system and audit where required to ensure accurate data collection and record management • Identify and manage risks associated with the client record management system [SRS] and conduct regular audits of data record quality and accuracy and support senior managers in auditing client files
<p>People, Culture, Safety:</p>	<ul style="list-style-type: none"> • Lead and participate in staff training and development activities as required • Drive performance and accountability for achieving expected outcomes • Model and drive a culture of respect, optimism, accountability and resilience in line with organisational values • Where agreed with the line manager, supervise students, project staff and volunteers • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Create a trusting, cohesive environment where people can express opinions and those opinions are heard • Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices

	<ul style="list-style-type: none"> • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services • Contribute to the Strategic goals of BYS including Innovation and Research
Administration:	<ul style="list-style-type: none"> • Provide monthly reports, or other documents as required to EMT • Manage all administrative functions and financial accountability relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies • Ensure the timely, consistent and accurate completion of client data records by all team members, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Undertake any other duties or tasks as required

The changing demands of BYS’s organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment.

As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
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