

Senior Evaluation Manager (12-month contract)

March 2021

Reporting to:	Director of Research	
Direct Reports:	Two	
Status:	Contract – 12 months (maternity cover)	Full time We support flexible working. Please talk to us about what your needs are
Salary range:	From \$115,000 + super + fringe benefits	
Location:	Pyrmont, Sydney (flexible working arrangements are available)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

About the role and you

The Senior Evaluation Manager coordinates and implements a mixed method evaluation framework to build a respected evidence base that clearly articulates the reach and impact of ReachOut and its programs.

You oversee the end-to-end routine and emergent evaluation processes, including literature/scoping reviews; design of data collection protocols; data preparation, management, analyses and interpretation; dissemination of findings, and reporting against key contracts.

You lead a small team to ensure the efficient and effective management of evaluation projects are meeting the needs of the organisation, and are delivered on time and budget.



You work with internal stakeholders to identify and prioritise evaluation needs and plan evaluation projects that respond to these. You play a significant role in analysing the data and generating actionable insights for service provision and support strategic decision-making and ongoing program development. You also mentor the team to develop high quality research and evaluation publications, abstract submissions and presentations, and assist in writing competitive grant applications, ethics applications and submissions to government.

In your writing and presentations, you communicate research methods and results in simple, easy to understand language. You work effectively within multidisciplinary and cross-functional project teams. You are a curious, flexible, adaptable, innovative and well organised person with excellent interpersonal and multi-tasking skills.

Your key responsibilities are:

- Manage a small team to meet the evaluation needs of the organisation
- Work with the Director of Research to support strategic planning and capacity planning of the wider research team
- Design and implement emergent and routine evaluation projects and activities
- Oversee and support effective data collection, management, and analysis procedures
- Coordinate research-related reporting against key service contracts
- Prepare reports, documents and presentations for a range of internal and external stakeholders
- Support the development and submission of research publications, papers for peer-reviewed scientific journals and conference presentations
- Support the continuous improvement of evaluation and reporting processes, systems and tools
- Assist with preparing ethics applications, research protocols, and government submissions, reports and acquittals.

You work closely with:

With	Purpose
Director of Research	Line manager. Provides management and guidance on day-to-day work, project activities and professional development and ongoing team leadership.
Research and Evaluation Team (two direct reports)	Provide leadership, management and mentor professional development, collaborate and provide support on specific projects and activities.
Research team	Participate as a positive and contributing team member, including providing advice/ on statistical analysis, research design/methodology, and supporting collaborative interpretation and analysis.
Service Delivery, Marketing and Digital Teams	Liaise with key partners to ensure evaluation outputs meet their needs and are applied to continuously improve the ReachOut.com, ReachOut Parents, and ReachOut Schools programs and associated products.

To be successful in the role, the following experience is preferred:

- Relevant tertiary qualifications (e.g. in public health, psychology, or social/behavioural sciences) or equivalent experience.
- 5+ years' experience in applied mixed methods research and/or evaluation within the health, education or social sectors.
- Demonstrated understanding of the theory and practice of evaluation, including both qualitative and quantitative research methods.
- Ability to synthesise multiple forms and sources of evidence and distil key insights for stakeholders with varied levels of research and evaluation literacy.
- Ability to effectively lead and manage a small team to foster initiative, promote teamwork, achieve outcomes and meet deadlines.
- Experience successfully managing projects and implementations to meet stated outcomes within agreed time/budget parameters.
- Excellent written and verbal communication skills, including a proven ability to write evaluation/research reports and present findings to diverse audiences.
- To be self-directed, organised and able to prioritise work effectively, including dealing with competing demands and managing multiple projects and tasks in a complex environment.
- Comfortable using remote collaboration and research tools (e.g. Google Drive, Trello, Miro, etc.).
- Have a commitment to ReachOut Australia's values and behaviours including working in partnership with young people.

We also think it would be useful to have:

- An interest in research translation/evaluation utilisation
- An interest in collaborative and participatory evaluation approaches
- A background or proven interest in youth mental health
- Experience using web analytics software such as Google Analytics