

Aboriginal and/or Torres Strait Islander Senior Research Manager

March 2021

Reporting to:	Director of Research	
Direct Reports:	None	
Status:	Permanent	Full Time We support flexible working. Please talk to us about what you want.
Salary range:	\$120,000 + super + salary packaging	
Location:	Sydney (remote working is possible)	

Aboriginal and/or Torres Strait Islander status is a requirement for this position.

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

The Senior Research Manager will champion the needs of our users (young people, parents and teachers) across the organisation and be called upon to lead and/or support research that explores the lived experience of our users and that evaluates the impact of our services. This includes leading qualitative research projects, contributing to the design and analysis of mixed-methods research and evaluation, supporting the translation of research into service design and delivery, conducting literature reviews, authoring publications and disseminating our work at conferences.

A major accountability of this role will be to lead a flagship project to promote the social and emotional wellbeing (SEWB) of Aboriginal and Torres Strait Islander young people. In partnership with the Department of Indigenous Studies at Macquarie University, ReachOut is undertaking a major project to co-design, deliver and evaluate a culturally-safe digital experience that promotes the SEWB of Aboriginal and Torres Strait Islander young people.



The Senior Research Manager will lead the research and evaluation streams of this project. They will also lead the work of identifying, establishing and maintaining relationships with stakeholders including external agencies, community liaisons, etc. An Honorary position with the Department of Indigenous Studies will be proposed as part of this appointment.

The role requires a flexible, adaptable, independent and curious individual who is comfortable with problem-solving and multitasking. The ability to work within a multidisciplinary team and liaise with stakeholders across all levels of responsibility is essential, as is the ability to communicate and build rapport with people from a range of backgrounds and experiences.

Your key responsibilities are:

Aboriginal and Torres Strait Islander Social and Emotional Wellbeing Project

- Lead the design of research materials and implementation of fieldwork (including workshop design and facilitation, online groups and in-depth interviews) in collaboration with research partner.
- Identify and manage stakeholder relationships with Aboriginal and Torres Strait Islander individuals, organisations and communities.
- Lead the analysis and interpretation of research insights in collaboration with research partner.
- Oversee participant recruitment.
- Establish an Aboriginal and Torres Strait Islander youth advisory board.
- Lead the evaluation of the project in collaboration with research partner.
- Lead the dissemination of research and evaluation findings to participants, their communities and other stakeholders.

Other projects

- Contribute to strategic and capacity planning of the research team.
- Lead the design and implementation of qualitative research to inform the design, delivery and evaluation of ReachOut services.
- Lead data analysis to identify themes, actionable insights and recommendations.
- Working collaboratively with teams to translate research findings into practice.
- Communicate research findings to a variety of internal and external audiences through written reports, oral presentations, peer-reviewed journals and industry publications.
- Mentor members of the research team in qualitative research approaches and working with communities and people from diverse backgrounds and experiences.
- Champion socially inclusive and culturally safe practices across the organisation, including as a member of the Social Inclusion Working Group.

You work closely with:

With	Purpose
Director of Research	The Director of Research will provide ongoing leadership, management and support.
Research and Evaluation Manager	The Research and Evaluation Manager will provide project support.



Research team	You will participate as a positive and contributing member of the research team.
Service Design & Delivery, Marketing Teams	You will work with service design, delivery and marketing to communicate research insights and support the translation of the research into service delivery.

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.
- Demonstrated experience in building and maintaining positive stakeholder relationships with Aboriginal and Torres Strait Islander individuals and communities.
- Demonstrated experience in leading research projects, ideally within the health, education or social sectors and managing the implementation to meet stated outcomes within budget
- Demonstrated experience in the design, delivery and analysis of qualitative research.
- Strong facilitation and communication skills, including a proven ability to communicate with diverse audiences.
- Highly developed project management skills, ideally with experience of large, multi-year and/or multi-stakeholder projects.
- Ability to effectively lead and manage project teams to foster initiative, promote teamwork, achieve outcomes and meet deadlines.
- Demonstrated experience ensuring that any risks and issues associated with projects are identified and effectively managed.
- 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:

- Experience in co-design, service design, or human-centred design.
- Experience using participatory and/or action research methods.