

POSITION DESCRIPTION

Evaluation Coordinator

SERVICE STREAM	Intergrated Support Services
LOCATION	Nudgee
CLASSIFICATION	Level 6 Social, Community, Home Care and Disability Services Industry Award 2010
REPORTING RELATIONSHIP/S	Director

OUR PURPOSE AND VALUES

Mercy Community supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This role is responsible for supporting development and implementation of Mercy Community's Quality Outcomes Framework, specifically the 'Documentation, Monitoring and Evaluation, Reporting, Training, Teamwork, and Supervision (DMERTTS) Framework'. The Evaluation Coordinator will work collaboratively with relevant MC personnel in implementing the DMERTTS Framework across the organisation.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MC mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MC values.
2. Service Delivery	<ul style="list-style-type: none"> • Collaborate with relevant MC personnel in the implementation of the DMERTTS Framework. • Develop program-logics, Models of Practice and evaluation frameworks for all relevant Mercy Community Programs. • Undertake a range of research and evaluation projects as directed. • Design, implement and manage client, stakeholder and program surveys. • Undertake the analysis of survey and clinical data using a range of programs and databases (including Survey Monkey, Surveygizmo, SPSS, Microsoft Access, Excel, and external government, university, and third party databases). • Provide ongoing mentoring and support for MC staff using a range of assessment and evaluation tools to maintain the integrity of the data (including attending team meetings, professional development sessions, and one-to-one mentoring).

Approved By: Director – Research and Evaluation

Approval Date:	February 2018	Implementation Date:	March 2018	Review Date:	June 2019
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Evaluation Coordinator

KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • Work collaboratively with IT staff in the integration of the DMERTTS Framework and MC's Client Management System (CMS) and other MC IT Systems. • Produce and/or support staff to produce a series of reporting documentation, including: program, service and organisational snapshots, research and evaluation reports, organisational monographs, conference presentations and published articles. • Participate in program funding submission application processes; including acting as a member of working groups established for significant funding rounds. • Contribute to key organisational development projects, which achieve successful outcomes in line with organisational objectives and processes within set timeframes. • Prioritise and manage tasks to ensure workplan targets are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community's mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Ensure all participants reporting requirements are up to date, completed and closed in a timely manner. • Comply with all Mercy Community policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MC Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MC, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MC policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MC policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements.

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	<ul style="list-style-type: none"> • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Workplace Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MC guidelines • Other duties as directed.

POSITION REQUIREMENTS
Required to have
<ul style="list-style-type: none"> • A degree in Social Work, Psychology, Social Science or related field. • Previous experience of working with children, young people and their families in a child and family welfare context over a minimum period of three (3). • Demonstrated ability to use a range of computer-based programs in survey design, data collection, analysis, and reporting on client and program data (e.g. Survey Monkey, Surveygizmo, SPSS, Microsoft Word, Access, Excel, SQL). • Robust experience in the autonomous management of intricate projects within set timeframes, in consultation with key personnel. • Queensland Provisional Green or above Driver's License. • Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
Beneficial to have
<ul style="list-style-type: none"> • Registered Psychologist or Clinical Social Worker (Level 7) • Certificate IV in Training and Assessment. • Experienced in statistical analysis and psychometric instruments. • Knowledge of relevant practice and therapeutic/case management frameworks.

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POSITION REQUIREMENTS

Required to have

- Ability to navigate and effectively utilise a range of online government and university databases.
- Project Management qualifications.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

KEY SELECTION CRITERIA

1.	Previous experience in the development of client, program and/or organisational evaluations with a view to understanding program/service outcomes and impacts for clients.
2.	Demonstrated skills in survey design and the use of multiple survey platforms (Survey Monkey and Surveygizmo), and the ability to manage complex data-sets and reporting using Excel, SPSS, and various online government and university databases.
3.	Demonstrated working knowledge of program evaluation theory and practice, applying a comprehensive range of approaches and methodologies.
4.	Demonstrated ability to produce written documentation of the highest standard, including evaluation reports, organisational monographs, and publishable papers.
5.	Previous experience in the provision of leadership, mentoring and professional development (individual and team context) for a minimum period of three (3) years within a multi-disciplinary organisation operating in a social welfare context.
6.	Willing and able to work within a Christian context and Mercy Community's mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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