

POSITION DESCRIPTION

PROJECT OFFICER – RESEARCH AND EVALUATION

OVERVIEW

| | |
|--|---|
| Program: | People & Strategy |
| Reports to: | Manager, Quality and Projects |
| Supervise: | Students (by agreement) |
| Date of Last Review: | February 2022 |
| Classification: | Social and Community Services Employee Level 5 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements |
| Victorian Portable Long Service Benefits Scheme | This role has been deemed eligible to participate in Scheme |

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

| | | | | |
|---|------------------|----------|--------|-------------------------------|
| PROJECT OFFICER, RESEARCH AND EVALUATION | Document Status: | Final | Page: | Page 1 of 5 |
| | Date Updated: | Feb 2022 | Author | Manager, Quality and Projects |
| | Review Date: | Feb 2023 | Owner | Manager, People & Culture |

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People & Strategy (P&S) Division is responsible for supporting the delivery of the Mission's Strategic Plan and leading people management strategies to drive our values-based culture and ensure that SHM can meet the demands of growth with a highly skilled and engaged workforce. The P&S Division is comprised of a Quality and Projects team, People and Culture (P&C) team and Workforce Development team.

The Quality and Projects team has responsibility for the implementation of the organisation's key strategic projects, compliance, policy and research. The P&C team is responsible for the delivery of a range of HR services, advice and assistance on people management solutions and strategies. The Workforce Development team is responsible for the delivery of training and practice development initiatives to ensure that our workforce, paid and volunteer, is appropriately trained, supported and engaged to deliver SHM's Mission and strategic objectives.

| | | | | |
|---|------------------|----------|--------|-------------------------------|
| PROJECT OFFICER, RESEARCH AND EVALUATION | Document Status: | Final | Page: | Page 2 of 5 |
| | Date Updated: | Feb 2022 | Author | Manager, Quality and Projects |
| | Review Date: | Feb 2023 | Owner | Manager, People & Culture |

PURPOSE OF THE POSITION

SHM has developed a Service Model Evaluation Framework to ensure that we are delivering high quality, trauma informed services that are achieving the intended outcomes for our intended client group.

KEY RESPONSIBILITIES

The Project Officer, Research and Evaluation is responsible for undertaking research and evaluation projects and activities in line with the SHM Service Model Evaluation Framework and Research Agenda. This includes the collection, analysis and presentation of high-quality reports and research projects using a variety of internal and external data sources.

This role is also responsible for the ongoing improvement of the SHM Service Model Evaluation framework and coordination of the Service Model Evaluation Working Group.

| Accountability | Major Activities |
|--|--|
| Service Model Reporting and Improvement | <ul style="list-style-type: none">▪ Lead key projects and activities relating to the implementation and ongoing improvement of the SHM Service Model Evaluation Framework.▪ Coordinate the Service Model Evaluation Working Group and ensure effective change management plans are in place to drive monitoring and evaluation activities across the organisation.▪ Prepare high quality reports using data from internal sources including the SHM Client Management System and Outcomes Reporting Tool.▪ Prepare high quality reports from a range of external sources to contribute to the ongoing development and improvement of SHM's services.▪ Work with external consultants on SHM Research and Evaluation projects.▪ Supervise students from time to time by agreement. |
| Service Model Outcomes Tool | <ul style="list-style-type: none">▪ Act as key technical contact for the SHM Outcomes Reporting Tool with the external development team, including overall responsibility for any developments/enhancements/upgrades▪ Act as key technical contact and Administrator for SHM Outcomes Reporting Tool within SHM to ensure system integrity, developing training materials and maintaining technical documentation.▪ Manage the software licences for the SHM Outcomes Reporting Tool. |

| | | | | |
|---|------------------|----------|--------|-------------------------------|
| PROJECT OFFICER, RESEARCH AND EVALUATION | Document Status: | Final | Page: | Page 3 of 5 |
| | Date Updated: | Feb 2022 | Author | Manager, Quality and Projects |
| | Review Date: | Feb 2023 | Owner | Manager, People & Culture |

| | |
|---|--|
| | <ul style="list-style-type: none"> Act as back-up System Administrator of the SHM Outcomes Reporting Tool to provide support to end users. |
| Research Projects | <ul style="list-style-type: none"> Project management of research projects and activities that contribute to the evidence base of best practice interventions for addressing homelessness and disadvantage. Manage internal and external stakeholder relationships that relate to research and evaluation activities for SHM. Participate in external research projects as a representative of SHM. Provide research and evaluation expertise for key projects across SHM as required. |
| OH&S | Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions. |
| Risk | All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats). |
| CQI (Continuous Quality Improvement) | All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture. |
| TIC (Trauma Informed Care) | All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process. |

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Current COVID-19 vaccination certificate

QUALIFICATIONS

- Relevant qualification e.g. Public Health, Social Science, Research or Evaluation

| | | | | |
|---|------------------|----------|--------|-------------------------------|
| PROJECT OFFICER, RESEARCH AND EVALUATION | Document Status: | Final | Page: | Page 4 of 5 |
| | Date Updated: | Feb 2022 | Author | Manager, Quality and Projects |
| | Review Date: | Feb 2023 | Owner | Manager, People & Culture |

KEY SELECTION CRITERIA

- Demonstrated project management experience within a community / health service setting, including project planning, implementation, change management and evaluation.
- High level skills in qualitative and quantitative evaluation methodologies.
- Advanced analytical and technical skills including the ability to interpret complex information and merge data from various systems.
- The ability to produce high quality reports and present verbal and written information to a range of audiences.
- Ability to work within a small team environment and exercise a high degree of autonomy, manage time effectively and meet deadlines.
- Advanced interpersonal skills, including the ability to engage and develop effective working relationships with internal and external stakeholders
- Strong alignment with the values of Sacred Heart Mission.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

| | | | | |
|---|------------------|----------|--------|-------------------------------|
| PROJECT OFFICER, RESEARCH AND EVALUATION | Document Status: | Final | Page: | Page 5 of 5 |
| | Date Updated: | Feb 2022 | Author | Manager, Quality and Projects |
| | Review Date: | Feb 2023 | Owner | Manager, People & Culture |