

Position Description

Research and Evaluation Manager

Position	Research and Evaluation Manager
Team	Research, Outcome Measurement and Evaluation Team
Role Classification	SCHADS Level 8
Employment Type	Full Time/Part Time, Permanent
Hours	38 hrs Full Time/30.4 hrs (0.8) Full Time Equivalent per week
Location	Sandringham, Frankston and Dandenong - Bunurong Land <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Director Clinical Practice, Evidence & Quality
Effective Date	July 2026

Overview of Program

The Research, Outcomes Measurement and Evaluation (ROME) team sits within Family Life's Clinical Practice, Evidence and Quality portfolio and plays a critical role in strengthening the organisation's ability to deliver evidence-informed, impactful and equitable services. As a strategic and enabling function, ROME partners with leaders and teams across all service areas, community engagement and place-based initiatives, and social enterprise and volunteering activities to embed data-informed decision-making, continuous improvement and organisational learning into everyday practice.

Operating within a small, high-impact specialist team, ROME combines strategic influence with hands-on delivery. The ROME team is responsible for shaping organisational evaluation

Building connection, safety and wellbeing. Together.

and research priorities while directly designing, implementing and delivering monitoring, evaluation, reporting and learning activities. This includes supporting the use of evidence and data to inform workforce capability and performance investment, measure impact against Family Life's Theory of Change, improve service targeting and reach, and evaluate innovation to guide future scaling and investment decisions.

Position Objective

Provide strategic leadership, organisational oversight and specialist expertise in monitoring, evaluation, reporting, research and organisational learning to strengthen Family Life's evidence-informed decision-making, organisational performance and impact. Working across the organisation, the role drives a culture of evaluation and continuous learning, ensuring high-quality outcomes measurement, accountability and service improvement. As the senior specialist lead for the function, the position combines thought leadership with the delivery of complex evaluation, research and reporting initiatives, translating strategic priorities into measurable outcomes and positioning Family Life as a sector leader in evaluation, outcomes measurement and applied research to improve outcomes for children, families and communities.

Key Responsibilities

This role delivers the key responsibilities:

Strategic Leadership & Organisational Influence

- Lead the development, implementation and continuous improvement of Family Life's organisation-wide Monitoring, Evaluation and Learning (MEL) strategy, ensuring alignment with strategic, governance and practice frameworks.
- Provide authoritative advice to Executive, Board and senior leaders on organisational performance, outcomes, impact, evidence and strategic priorities.
- Influence service design, targeting, innovation and investment decisions through designing and delivering evaluation and performance insights.
- Translate organisational priorities into practical and achievable work plans, ensuring strategic objectives are delivered and sustained within a small specialist team environment.

Organisational Performance, Impact and Governance

- Lead organisation-wide approaches to outcomes measurement, impact reporting and performance monitoring to support accountability, continuous improvement and strategic decision-making.
- Ensure robust data governance, ethical practice, quality standards and compliance across monitoring, evaluation, research and reporting activities.
- Oversee and contribute to high-quality reporting for internal and external stakeholders, including Executive, Board, funders and annual public-facing performance and impact reporting.
- Partner with program and operational leaders to ensure data is accurate, meaningful and actively used to improve practice, outcomes and organisational performance.

Monitoring, Evaluation and Learning

- Lead and directly contribute to the design, delivery and dissemination of evaluation, research and performance measurement activities across the organisation.
- Ensure programs are supported by clear theories of change, outcomes frameworks and evaluation approaches that demonstrate effectiveness and impact.
- Lead complex and high-priority evaluation and research projects, including innovation, pilot and place-based initiatives to inform continuous improvement, learning and future investment decisions.
- Establish and promote high-quality, practical and fit-for-purpose evaluation methodologies that strengthen organisational learning and evidence-informed practice.
- Maintain an active hands-on contribution to data analysis, interpretation, reporting and project delivery where required, for example synthesizing and sharing client feedback with teams to inform continuous improvement

Partnership, Capability and Team Leadership

- Lead, support and develop a high-performing specialist team, fostering a culture of collaboration, accountability, innovation and continuous improvement.
- Build evaluation, outcomes measurement and data literacy across the organisation, enabling leaders and teams to effectively use evidence to inform practice and decision-making.
- Provide specialist advice, coaching and support to leaders and teams to strengthen evaluability, program design, outcomes measurement and continuous improvement practices.
- Foster strong cross-organisational partnerships to embed monitoring, evaluation and learning into service delivery, workforce development and organisational planning.

- Work collaboratively with system and data specialists to ensure organisational information systems support current and future monitoring, evaluation and reporting needs and capabilities.

Sector Engagement and External Partnerships

- Represent Family Life as a credible and influential leader in outcomes measurement, evaluation and applied research.
- Develop and maintain strategic partnerships with research institutions, sector bodies, funders and other external stakeholders to advance organisational and sector-wide learning.
- Contribute to the dissemination of knowledge through reports, presentations, publications and sector forums.

In practice, this includes but is not limited to delivering on the following:

- **An organisation-wide Monitoring, Evaluation and Learning (MEL) Framework** that is implemented, maintained and continuously improved, supporting evidence-informed decision-making and organisational accountability.
- **A contemporary organisational outcomes framework and associated measurement tools**, including theories of change and program logic models that underpin outcomes measurement across Family Life programs and services.
- **Annual organisational performance and impact reporting**, including publication of Family Life's Performance and Impact Report, service outcomes reports and other strategic reporting products for internal and external stakeholders.
- **High-quality evaluation and applied research projects delivered** to completion, generating actionable evidence to inform service design, practice improvement, innovation and organisational strategy.
- **Timely and insightful reporting, analysis and learning products** for Executive, Board and service leaders, enabling effective oversight, performance monitoring and strategic decision-making.
- **Robust systems and processes that support data quality, compliance and outcomes reporting**, ensuring organisational and funding requirements are met and data is effectively used to drive improvement (for example supporting accurate and complete data collection and engaging with relevant reporting platforms like the Department of Social Services Data Exchange portal [and CSNET](#))
- **Client, community and stakeholder feedback mechanisms** that generate meaningful insights and demonstrably inform service improvement and

organisational learning. This includes designing and analysing surveys and instruments.

- **Strategic partnerships and commissioned projects** that deliver specialist evaluation, including effective management of external providers and collaborators.
- **Enhanced organisational capability in evaluation, outcomes measurement and evidence use**, through advice, coaching, facilitation and leadership across programs and teams. This includes identifying and recommending process improvements to enhance data structure and reporting, particularly of our client management system, but also other data platforms engaged by the organisation as required
- **High-quality evidence contributions** to funding submissions, service development and strategic initiatives, strengthening organisational sustainability, innovation and impact. This includes participation and contribution to relevant internal working groups for example the place-based initiatives working group, the diversity and inclusion working group, and executive leadership team.

Key Selection Criteria

1. Strategic Leadership and Influence

Demonstrated experience leading organisation-wide evaluation, impact or performance frameworks, with the ability to influence Executive and Board-level decision making and shape strategy through evidence and insights.

2. Research and Evaluation Expertise

Expertise in qualitative and quantitative research and evaluation methodologies, with a demonstrated ability to design, lead and deliver complex evaluations and translate data into meaningful, actionable insights. Proven capacity to apply this expertise pragmatically in resource-constrained environments, balancing methodological rigour with feasibility, competing priorities and workforce capability, and adapting approaches to embed sustainable evaluation practice across teams.

3. Strategic Delivery and Prioritisation

Proven ability to operate with high autonomy, balancing strategic leadership with hands-on delivery in a small team environment, including managing competing priorities and delivering high-quality outputs within a dynamic organisational environment.

4. Collaboration and Partnership

Highly developed interpersonal skills and demonstrated ability to work in partnership across all levels of an organisation to embed evaluation, influence practice and drive continuous improvement.

5. Leadership and Team Development

Experience leading and developing small specialist teams, including setting direction, building capability and fostering a collaborative, accountable and delivery-focused culture.

6. Qualifications

Postgraduate qualification (or equivalent experience) in social sciences, evaluation, research or a related field.

Desirable

Experience in child and family services settings, place-based initiatives and/or working with pilot projects

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

<p>Create Safety</p>  <ul style="list-style-type: none"> • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind 	<p>Celebrate Difference</p>  <ul style="list-style-type: none"> • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences 	<p>Be Bold</p>  <ul style="list-style-type: none"> • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
<p>Be Real</p>  <ul style="list-style-type: none"> • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest 	<p>Dream Big</p>  <ul style="list-style-type: none"> • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise 	<p>Embrace Everyone</p>  <ul style="list-style-type: none"> • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life is committed to child safety and wellbeing and has zero tolerance for child abuse or harm.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current and Valid Victorian Driver's Licence.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.