



Position Description

Research and Evaluation Advisor

Position	Research and Evaluation Advisor
Team	Research, Outcome Measures and Evaluation (ROME) Team
Role Classification	SCHADS Level 7
Employment Type	Full Time or Part Time
Hours	38 hrs or 30.4 hrs per week (0.8)
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	Research and Evaluation Manager
Effective Date	September 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 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

The Research and Evaluation Advisor provides specialist advice, project delivery and practical support across monitoring, evaluation, reporting, outcomes measurement and client feedback activities to strengthen Family Life's evidence-informed decision-making, organisational performance and impact.

Working closely with the Research and Evaluation Manager across the organisation across all service areas, community engagement and place-based initiatives, and social enterprise and volunteering activities, the role is responsible for designing and implementing monitoring, evaluation and learning activities, analysing and interpreting data, generating actionable insights, supporting reporting requirements and building staff capability in evidence-informed practice.

The role combines technical expertise with strong stakeholder engagement and project management skills to ensure Family Life's services are informed by high-quality evidence, client experiences and meaningful outcomes data.

Key Responsibilities

Monitoring, Evaluation and Learning

- Design and deliver evaluation projects, outcomes measurement activities and continuous improvement initiatives across Family Life programs and services.
- Develop monitoring and evaluation plans, data collection tools, surveys, interview guides and reporting frameworks aligned to organisational priorities.
- Support the development and implementation of theories of change, program logic models and outcomes frameworks to measure the effectiveness and impact of Family Life activities.
- Analyse qualitative and quantitative data and translate findings into practical recommendations for program and service improvement.
- Contribute to organisational learning by identifying trends, risks, opportunities and examples of effective practice.
- Support programs to collect meaningful client feedback and utilise findings to improve service delivery.

Outcomes Measurement and Reporting

- Prepare high-quality reports, dashboards, summaries and briefing papers for leaders, managers, funders and other stakeholders.
- Support organisational reporting requirements, including funder reporting, performance and impact and annual reporting activities.
- Contribute to annual organisational performance and impact reporting.

- Monitor the quality, completeness and integrity of outcomes and performance data.
- Provide analysis and interpretation of service activity, client outcomes and client experience information.

Research and Evidence Generation

- Conduct literature reviews, environmental scans and evidence synthesis to inform program design, strategic initiatives and service development.
- Undertake applied research projects that contribute to organisational learning and evidence-informed practice.
- Assist with ethics, governance and research compliance requirements where relevant.
- Support dissemination of findings through reports, presentations, workshops and publications.

Client Voice and Continuous Improvement

- Support the development and implementation of client feedback mechanisms, surveys and consultation activities.
- Analyse client experience and outcomes data to identify themes and opportunities for service enhancement.
- Work collaboratively with programs to ensure client perspectives inform service design and improvement initiatives.
- Support Family Life's commitment to participation, co-design and inclusive evaluation practice.

Stakeholder Engagement and Capability Building

- Develop strong working relationships with managers, practitioners and corporate teams to promote evidence-informed decision making.
- Provide advice, coaching and practical support to staff on outcomes measurement, data collection and use and evaluation approaches.
- Deliver training, resources and workshops that build organisational capability in evaluation and evidence use.
- Collaborate with internal and external stakeholders to strengthen monitoring, evaluation and learning practices.

Data Quality and Systems Improvement

- Support data quality initiatives and contribute to the continuous improvement of organisational reporting systems and processes.
- Work collaboratively with system administrators and data specialists to improve data collection, reporting and accessibility.
- Assist programs to understand and meet data and reporting requirements.
- Contribute to the development of practical tools, templates and resources that strengthen organisational performance measurement.

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

- Deliver high-quality monitoring, evaluation and learning (MEL) activities, including reports, performance analysis, dashboards and insight products that support organisational decision-making.
- Design and implement fit for purpose evaluation frameworks, program logics, theories of change and outcomes measurement approaches and tools across Family Life programs and initiatives.
- Lead evaluations of programs, pilots and strategic initiatives, translating findings into practical recommendations for service improvement.
- Analyse quantitative and qualitative data, client feedback and service outcomes information to identify trends, opportunities and areas for improvement. Design, administer and analyse surveys, client feedback tools and other data collection mechanisms to strengthen client voice and organisational learning.
- Drive continuous improvement initiatives by using evidence, data and evaluation findings to inform practice, service delivery and organisational performance.
- Provide specialist advice and practical support to leaders and teams on evaluation, outcomes measurement, reporting and evidence-informed practice.
- Build organisational capability in evaluation and data literacy through coaching, training, resources and consultation.
- Support data quality, reporting integrity and compliance by developing and promoting effective data collection, management and reporting processes.
- Undertake rapid evidence reviews, environmental scans and research activities to inform service design, innovation and strategic decision-making.
- Contribute evidence and evaluation expertise to funding submissions, tenders, business cases and strategic initiatives.
- Coordinate and manage evaluation and research projects, including engagement with external consultants, researchers and service providers where required.

Key Selection

Essential

1. Research and Evaluation Expertise

Demonstrated experience in qualitative and quantitative research, evaluation and data analysis, including the ability to translate findings into practical recommendations and meaningful insights to a range of audiences.

2. Project Delivery

Experience managing multiple projects and competing priorities while delivering high-quality outcomes within agreed timeframes. Experience facilitating workshops, co-design processes, or consultations will be highly regarded.

3. Data Analysis and Reporting

Strong analytical skills with experience interpreting complex information and producing clear, accessible reports, presentations and data visualisations, including familiarity with outcomes measurement frameworks and impact measurement.

4. Stakeholder Engagement

Highly developed interpersonal, consultation and communication skills, with the ability to build effective relationships across diverse teams and influence evidence-informed decision making.

5. Continuous Improvement and Learning

Demonstrated ability to identify opportunities for improvement, support organisational learning and contribute to a culture of innovation and evaluation.

6. Qualifications

Tertiary qualification in evaluation, social sciences, psychology, public health, research, data analytics, community services or a related discipline.

Desirable

- Experience in community services, child and family services, mental health, family violence or related human services sectors.

- Experience with DSS Data Exchange (DEX), CSNet or other community services data systems.

Other:

- A demonstrable commitment to the Family Life Way

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety  • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind	Celebrate Difference  • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences	Be Bold  • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
Be Real  • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest	Dream Big  • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise	Embrace Everyone  • 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, Police Records Check and Covid-19 Vaccination Certificate.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- 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.