

POSITION DESCRIPTION

Position title	Carer Insights & Evaluation Advisor
Group	Communications, Policy and Partnerships
Classification	Level 5
Location	Hybrid working arrangements - combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
Reports to	Senior Manager Carer Policy and Insights
FTE/ Tenure	0.6 FTE, ongoing

Organisational Purpose
<p>Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one.</p> <p>To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:</p> <ul style="list-style-type: none"> • provide them with free with advice and information to help them in their role • connect them to respite activities that allow them to take a break and recharge; • deliver events and education for carers and carer-interested organisations • collect, analyse and release information about carers so their role and their needs are better understood. <p>These contribute to our purpose of advancing understanding of Victoria’s unpaid carers and improving their access to assistance - whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant.</p> <p>Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us:</p> <p>Committed to carers and caring Able to build and strengthen community Respectful and united in our differences Empower curious and creative pioneers Responsible for our actions, we celebrate success, learn from the rest</p>
Group Purpose
<p>Communications, Policy and Partnerships</p> <p>The Communications, Policy and Partnerships Group will have responsibility for leading the organisation’s:</p> <ul style="list-style-type: none"> • Marketing and communications, strategic partnerships and membership acquisition functions. All critical to achieving the organisation’s Strategic Plan, the Group will work collaboratively with staff across the organisation to build and execute strategies that drive increased public awareness of carers and Carers Victoria; that exponentially grow the number of carers connected and engaged with Carers Victoria; and building partnerships with corporate and philanthropic partners that contribute to both these gains and revenue diversification. • Policy and insights function, building a cross organisational evaluation program and supporting the development and dissemination of timely, strategic and engaging analysis and commentary that drives increased awareness and support for carers and carer informed services, policy and advocacy efforts; and • People, culture and leadership function, creating a supportive workplace and a thriving, high-performing workforce.

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Position Description - Purpose and Objectives
<p>The Carer Insights and Evaluation Advisor will support the delivery of a strategic program of collection, analysis and dissemination of data and intelligence about carers, their priorities and the impact of the supports they receive.</p> <p>Working as part of a small Policy and Insights team, this will include activities central to the effective collection, analysis and storage of information from a wide range of sources and delivery of a strategic program of impact evaluation. This will include supporting development and delivery of a structured program of carer engagement to gather key insights and advice.</p> <p>With a strong focus on both gathering and analysing data and other information from both internal and external sources, this role will directly contribute to range of Board priorities, including:</p> <ul style="list-style-type: none"> • supporting public awareness raising activities; • providing evidence and analysis to support compelling policy submissions, grant applications and evidence based planning and decision-making both with Carers Victoria and more broadly; and contributing to cross organisational efforts to maximise the impact of Carers Victoria's work on carer health and wellbeing. <p>The Policy and Insights group will become the single source of truth of data for many aspects of the organisation's policy and strategic functions, and as part of that role, the Carer Insights and Evaluation Advisor will contribute to making the online Carers Victoria Knowledge Centre a current, comprehensive and engaging source of information about carers for a diverse range of audiences.</p> <p>Effective processes and protocols will be core to the operation of this function, and the Advisor will play a key role in operationalising these.</p>

OUTPUT AND ACCOUNTABILITES

Area of responsibility	Key elements (including but not limited to)
1. Support ongoing program evaluation	<ul style="list-style-type: none"> • Support the establishment and operation of a targeted program of evaluation across the organisation, to develop a deeper understanding of carer needs and impacts • Support the collection and storage of both qualitative and quantitative data in line with an agreed evaluation framework and work plan. • Conduct analysis of the information collected, and develop succinct summaries of key findings.
2. Support implementation of Carer Voice strategy	<ul style="list-style-type: none"> • Support roll out of a targeted approach to gathering carer insights and advice in a safe, respectful manner in line with strategic, reporting and policy priorities in line with an agreed annual plan. • Support the collection and storage of that information. • Conduct analysis of the information collected, and develop succinct summaries of key findings.
3. Contribute to ongoing identification and analysis of external datasets, research and other intelligence	<ul style="list-style-type: none"> • In line with guidance from senior management, scan external literature, research and datasets to identify information of relevant to carers and the work of Carers Victoria • In line with an agreed workplan, conduct timely analysis of key external datasets and develop succinct summaries of key findings
4. Contribute to information management and governance	<ul style="list-style-type: none"> • Across all information sources: <ul style="list-style-type: none"> ○ Support the effective collection, storage and access to information in line with agreed guidelines, processes and protocols. ○ Provide secretariat support to a cross organisational advisory group to both inform the program of works and build cross- organisational buy-in ○ Contribute to enhancing the on-line Knowledge Centre ○ through identification and/or creation of relevant content.

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ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • CEO • Direct Manager and Team Members • Other Carers Victoria staff 	<ul style="list-style-type: none"> • Carers and people in their carer relationships • Government Representatives • Corporate, Community Sector and Government Partners • Other carers organisation across Australia

KEY SELECTION CRITERIA

Parameter	Skills and experience required
<p>Demonstrated capabilities, knowledge, skills and experience:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • At least 3 years' experience in a related role • Strong conceptual quantitative and qualitative analysis skills, with well-developed experience in the management and analysis of qualitative and quantitative data from a range of sources. • Experience in accessing and analysing published literature and/or publicly available datasets to generate strategic insights that directly informed organisational policy, advocacy and/or public awareness raising • Experience in supporting the delivery of evaluation programs and associated data collections, and/or demonstrated capacity to rapidly acquire this knowledge. • Demonstrated experience in documenting findings of analysis into succinct, engaging written reports and presentations for different audiences. • Strong organisational skills, with the demonstrated ability to juggle multiple priorities to completion. • <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in engaging carers or other people with living/lived experience to gain their feedback, insights and advice through a range of channels will be well regarded • Understanding of operational and strategic context of Carers Victoria, or demonstrated ability to rapidly acquire this.
<p>Qualifications and other requirements:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • A tertiary qualification in a relevant discipline, components related to working with, and analysis of, data and other intel or -demonstrated relevant experience in a similar role • Current National Police Records Check. • Current Working with Children Check. <p>Desirable:</p> <ul style="list-style-type: none"> • Post-graduate qualification that includes a component of research and/or statistical analysis would be well regarded.
<p>Personal attributes and behaviours:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated capacity to work effectively in a team • Demonstrates initiative and adaptability • Displays curiosity, open to new ideas and interested in understanding what works • Remains calm under pressure, keeps things in perspective • Passion, humility, integrity, positive attitude, mission-driven, and self-directed. • Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities.

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	<ul style="list-style-type: none">• Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity.• Understanding of Child Safety Legislation and a commitment to child safety practice
Professional Development	<ul style="list-style-type: none">• Undertake relevant training and professional development, including mandatory training.
Occupational Health & Safety, Quality and Continuous Improvement	<ul style="list-style-type: none">• Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work.• Provide a positive contribution towards achieving a culturally safe workplace.• Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.
Other Duties	<ul style="list-style-type: none">• Other duties as directed consistent with skills, qualifications and experience.

CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

Updated by:	Human Resources
Approved by:	Human Resources
Date:	17 December 2024