

## POSITION DESCRIPTION

<b>Position title</b>	<b>Carer Insights &amp; Evaluation Lead</b>
<b>Group</b>	Communications, Policy and Partnerships
<b>Classification</b>	Level 6
<b>Location</b>	Hybrid working arrangements - combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
<b>Reports to</b>	Senior Manager Carer Policy and Insights
<b>FTE/ Tenure</b>	0.8 FTE, ongoing

<b>Organisational Purpose</b>
<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"> <li>• provide them with free with advice and information to help them in their role</li> <li>• connect them to respite activities that allow them to take a break and recharge;</li> <li>• deliver events and education for carers and carer-interested organisations</li> <li>• collect, analyse and release information about carers so their role and their needs are better understood.</li> </ul> <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><b>C</b>ommitted to carers and caring  <b>A</b>ble to build and strengthen community  <b>R</b>espectful and united in our differences  <b>E</b>mpower curious and creative pioneers  <b>R</b>esponsible for our actions, we celebrate success, learn from the rest</p>
<b>Group Purpose</b>
<p><b>Communications, Policy and Partnerships</b></p> <p>The Communications, Policy and Partnerships Group will have responsibility for leading the organisation’s:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> <li>• People, culture and leadership function, creating a supportive workplace and a thriving, high-performing workforce.</li> </ul>

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Position Description - Purpose and Objectives
<p>The Carer Insights and Evaluation Lead is responsible for the development and 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. Working as part of a small Policy and Insights team, this will include management of a cross organisational program of evaluation activities as well as proactively identifying, analysing external research, datasets and other sources of intelligence that provide strategic insights.</p> <p>In doing so, this role will play an important role in achieving a range of Board priorities, including:</p> <ul style="list-style-type: none"> <li>• supporting public awareness raising activities;</li> <li>• 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.</li> </ul>

### OUTPUT AND ACCOUNTABILITES

Area of responsibility	Key elements (including but not limited to)
<p><b>1. Manage ongoing program of cross organisational evaluation</b></p>	<ul style="list-style-type: none"> <li>• Design and implement a tailored and proportionate, cross organisational approach to collecting data for evaluation purposes, in line with strategic, reporting and policy priorities including an annual plan of work for ELT endorsement and buy in.</li> <li>• Lead a development of succinct and strategic insights from those analyses and build strategies for the dissemination of these across the organisation, and in support of external reporting and/or advocacy efforts as appropriate</li> </ul>
<p><b>2. Manage ongoing program of engagement with carers to gather insights and advice regarding their experiences and priorities</b></p>	<ul style="list-style-type: none"> <li>• Refine and implement a targeted approach to gathering carer insights and advice in a safe, respectful manner in line with strategic, reporting and policy priorities, including generation of an annual plan of work for ELT endorsement and buy in</li> <li>• Lead development of succinct and strategic insights from those analyses and build strategies for the dissemination of these across the organisation, and in support of external reporting and/or advocacy efforts as appropriate</li> </ul>
<p><b>3. Manage ongoing identification and analysis of external datasets, research and other intelligence</b></p>	<ul style="list-style-type: none"> <li>• Maintain ongoing surveillance of external literature, research and datasets to identify and disseminate information of relevant to carers and the work of Carers Victoria</li> <li>• Conduct timely, succinct and strategic analysis of key external datasets to identify themes, trends and emerging issues and communicate these through compelling, succinct written products and presentations for internal and external audiences</li> <li>• Keep abreast of emerging quantitative and qualitative research methodologies to inform Carers Victoria's continuous improvement approach to collecting and analysing data.</li> </ul>
<p><b>4. Coordinate strategic engagement with research organisations</b></p>	<ul style="list-style-type: none"> <li>• Lead establishment of a strategic framework to guide priorities for Carers Victoria's engagement in external research projects and initiatives</li> <li>• Maintain a cross-organisational register of research engagement and outcomes of these</li> <li>• Disseminate information arising from joint research activities both within and outside Carers Victoria as appropriate</li> </ul>
<p><b>5. Lead effective information management and governance</b></p>	<ul style="list-style-type: none"> <li>• Across all information sources:</li> <li>• Establish appropriate guidelines, processes and protocols for the collection, storage and access to this information, to ensure a single source of truth that is managed in line with privacy and other requirements and embed understanding of this across the organisation</li> <li>• Support a cross organisational advisory group to both inform the program of works and build cross-organisational buy-in</li> </ul>

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		<ul style="list-style-type: none"> <li>Expand the on-line Knowledge Centre to become a valuable, up-to-date source of information on carers for a wide range of external audiences</li> </ul>
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### ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>CEO</li> <li>Executive Leadership Team and People Manager Group</li> <li>Direct Manager and Team Members</li> <li>Other Carers Victoria staff</li> </ul>	<ul style="list-style-type: none"> <li>Carers and people in their carer relationships</li> <li>Partner organisations, including peak bodies and service providers</li> <li>Service Providers</li> <li>Philanthropic Stakeholders</li> <li>Government Representatives</li> <li>Corporate, Community Sector and Government Partners</li> <li>Senior Government officials, members of parliament and their offices</li> <li>Carers Australia and partner organisations</li> <li>Other carers organisation across Australia</li> </ul>

### KEY SELECTION CRITERIA

Parameter	Skills and experience required
<p><b>Demonstrated capabilities, knowledge, skills and experience:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Strong conceptual quantitative and qualitative analysis skills, with the ability to identify, document and clearly communicate key trends and insights from a diverse mix of internal and external data sources, including the wider literature</li> <li>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</li> <li>Experience in leading the design, planning, delivery and review of evaluation programs and associated data collections, ideally in the health, social care or related sector/s</li> <li>Experience in engaging carers or other people with living/lived experience to gain their feedback, insights and advice through a range of channels, or ability to rapidly acquire this expertise.</li> <li>Knowledge of contemporary approaches to impact evaluation and/or relevant frameworks, including those relevant to the Victorian context</li> <li>Demonstrated experience in translating data and other intel into succinct, timely and compelling products for external audiences, with well developed skills in presenting this information both in written and verbal formats to a diverse range of audiences</li> <li>Highly developed organisational skills, with demonstrated experience in coordinating multiple priorities to meet agreed milestones and deliver timely, quality products</li> <li>Ability to engage, motivate, coach and/or guide others in the organisation in a cross-organisational program of evaluation and insights work.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Understanding of operational and strategic context of Carers Victoria, or demonstrated ability to rapidly acquire this.</li> </ul>
<p><b>Qualifications and other requirements:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>A tertiary qualification in a relevant discipline, which includes components related to working with, and analysis of, data and other intel or extensive senior experience in a similar role</li> </ul>

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	<ul style="list-style-type: none"> <li>• Current National Police Records Check.</li> <li>• Current Working with Children Check.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Post-graduate qualification that includes a component of research and/or statistical analysis would be well regarded.</li> </ul>
<b>Personal attributes and behaviours:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated capacity for independent work in a small team environment</li> <li>• Ability to positively support and motivate work colleagues to support achievement of team priorities and goals</li> <li>• High level analytical, interpersonal and organisational skills;</li> <li>• Understanding of issues faced by carers in the community;</li> <li>• Ability to work with diverse communities</li> <li>• A self-starter with ability to work under minimal supervision.</li> <li>• Passion, humility, integrity, positive attitude, mission-driven, and self-directed.</li> <li>• 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.</li> <li>• Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity.</li> <li>• Understanding of Child Safety Legislation and a commitment to child safety practice.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including mandatory training.</li> </ul>
<b>Occupational Health &amp; Safety, Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work.</li> <li>• Provide a positive contribution towards achieving a culturally safe workplace.</li> <li>• Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Other duties as directed consistent with skills, qualifications and experience.</li> </ul>

### 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

<b>Updated by:</b>	Human Resources
<b>Approved by:</b>	Human Resources
<b>Date:</b>	17 December 2024