



## **POSITION DESCRIPTION: IMPACT & EVALUATION COORDINATOR**

**Title:** Impact & Evaluation Coordinator

**Status:** Full time, 24-month contract

**Salary:** \$85,000 - \$90,000 per annum, plus superannuation and generous salary packaging

### **1. About us**

The Federation of Community Legal Centres (Vic) (the Federation) is the peak body for Victoria's Community Legal Centres. At the Federation, we pursue our vision of a fair, inclusive, thriving community through being a respected and influential advocate. Our voice is distinct and courageous: we are not afraid to challenge government, big business, or other powerful actors. Together with our members and communities, we work to dismantle unjust systems that perpetuate racism, sexism, homophobia, ableism, economic injustice and other inequalities. Our priority is to be fully accountable to the communities we represent.

### **2. Background**

The Federation has worked for the past three years to support Community Legal Centers (Centres) to improve the outcomes they achieve through improved evaluation and outcomes measurement. Our aim was for Centres to use outcomes measurement to inform their strategic service planning and service delivery, and ultimately to improve access to justice for Centre clients.

Over the three years, we worked with ten Centres over different times to build their evaluation capacity by: delivering training in monitoring and evaluation; supporting Centres to develop theories of change and monitoring and evaluation (M&E) frameworks; mentoring Centres in how to collect data and analyse the results; and developing an evaluation community of practice. Additionally, we have also developed a sector-wide Outcomes Measurement Framework, which articulates the outcomes the entire sector collectively works towards. The Framework is accompanied by a sector-wide toolkit.

This next phase will build on the achievements of the past three years, supporting implementation of the sector-wide framework and building evaluation capacity for measurement and monitoring to occur.

### **3. Position purpose**

There are two overlapping parts to this position.

#### **Part 1 (first 6 months)**

During this period the role will be required to complete a current project. This includes

- a) finalising an existing impact and evaluation project with 3 community legal centres so that they continue to embed good monitoring and evaluation practice to improve outcomes for clients
- b) working closely with web developers to translate the existing Sector Outcomes Framework into an accessible web based tool. This is to enable Centres to utilise the framework to support their own work and to measure and demonstrate collective impact of the community legal sector.
- c) Increase the existing evaluation capacity across the Victorian Community Legal Centre sector to ensure good practice in monitoring, evaluation and learning is sustained and further embedded through the Victorian Community Legal Centre sector.

#### **Part 2 (over 24 months)**

Working closely with the Director of Sustainability and a growing team, this position will play an important role in shaping a 3-year plan with the sector for the next phase of work. This will involve program design and implementation of evaluation and capacity building for the sector, the design of which will be informed by sector input and learnings. This includes but is not limited to

- a) reviewing and reflecting on current work and approaches.
- b) facilitating workshops or webinars for the sector regarding the use of the Sector Outcomes Framework.
- c) developing of resources to support the use of the Sector Outcomes Framework including but not limited to guidance sheets, videos and writing up illustrative examples of how Centres are using the indicators under the framework.
- d) facilitating Community of practice meetings.
- e) building the Federation's own impact and evaluation capacity.

This role is about helping CLCs to evaluate both the immediate impacts they achieve through service delivery, and to assess how those impacts contribute to sustainable systems-level social change. You will be helping to create practices and frameworks that will shape the way in which community legal centres drive change for many years to come.

### **4. Position responsibilities**

- Develop an evaluation capacity building plan.
- Develop a plan to support implementation of the sector-wide outcomes measurement framework.
- Support centres and their communities in defining and measuring their impact – including through developing theories of change and outcomes frameworks.

- Design and facilitate collaborative learning spaces that are positive and inclusive, and which encourage outside-the-box thinking.
- Support community lawyers and other key staff and community members to develop reflective practice approaches.
- Design and embed ongoing spaces for peer-to-peer reflection and learning.
- Design and embed a practice of participatory planning and evaluation within Centres and their communities.
- Identify and meet relevant training needs to equip staff and community members with the knowledge and skills for impact measurement.
- Provide expert guidance and support in the development of organisational theories of change, monitoring and evaluation frameworks and outcomes measurement.
- Provide mentoring and technical assistance to members as they begin to implement their monitoring and evaluation systems.
- Draw on your own knowledge, networks, and best-practice approaches to bring innovation to how Centres define and measure impact.
- Work collaboratively with organisational stakeholders to embed evaluative thinking into organisational policies, procedures and systems (i.e. data collection and reporting systems, HR processes, Learning & Development).
- Create ongoing learning activities through which people interact around evaluation processes and results.
- Develop and implement communications to highlight progress and foster learning in evaluation capacity building (ECB) initiatives.
- Provide reports to senior management and for funding purposes as required.
- Participate in team meetings, committees/ working groups and external meetings or forums as required.
- Other duties, as required.

### ***Values and Behaviour***

- Promote and role model appropriate behaviour to support the Federation's culture, performance and profile.
- Actively support the Federation's commitment to the principles of diversity, inclusion and EEO.
- Actively demonstrate organisational values.

### ***Health, Safety & Wellbeing***

- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace.
- Participate in, and contribute to, health and safety awareness and improvements.
- Report all incidents, injuries and potential hazards in a timely manner.
- Ensure that the work is carried out in ways, which safeguard the health and safety of workers or others in their charge including contractors whom they engage.

### ***Other***

- Other duties as may be determined from time to time by the CEO.

## 5. Essential Experience

### *Skills and Experience*

- a) Relevant tertiary experience.
- b) A strong ability to develop and test theories of change.
- c) Experience in evaluation and outcomes measurement.
- d) A strong understanding of how to collect, analyse and evaluate data as it relates to service delivery, advocacy and community engagement.
- e) Demonstrated flexibility and an innovative approach to strategy, learning and impact.
- f) Outstanding interpersonal, communication, relationship-building and negotiation skills (i.e. ability to listen as well as persuade).
- g) Passion for working alongside community, with the ability to be adaptable and thrive on the challenge of working in a developing area.

### *Desirable*

- Prior experience working with the Community Legal Centre sector in some capacity is highly desirable, or experience in human services or advocacy and/or campaigning for social change.

### *Personal Attributes*

- Motivated by collaboration and collective success.
- Flexible, adaptive and able to work effectively in a small team with limited support.
- Openness to change, receptiveness to new ideas and exercises initiative.
- Capacity to work independently and monitor own work performance.

## 6. Location and work outside office hours

The position will be based at the Federation's office in Melbourne. Some travel will be required and reasonable travel expenses are reimbursed. Occasional work outside normal office hours may be required, such as to attend meetings and after hours events.

## 7. Applications

To apply for this position, please email your resume and a covering letter addressing the essential skills and experience in the position description to the attention of Director of Sustainability at [administration@fclc.org.au](mailto:administration@fclc.org.au)

Any queries about this position may be directed to the Director of Sustainability via [administration@fclc.org.au](mailto:administration@fclc.org.au) or on 9652 1501.

We encourage applicants from Aboriginal and Torres Strait Islander Australians, people with disability, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender and intersex (LGBTI) people to apply for this position.

***Applications close at 10am Thursday 30 May 2019, with interviews to commence shortly after.***