

JOB DESCRIPTION

Practice Specialist – Impact Full Time

RESPONSIBLE TO: Head of Research and Innovation

BASIC RESPONSIBILITY:

Achieve the key responsibilities of the Research and Innovation Business Unit as they pertain to impact, namely:

- 1) Impact framework
- 2) Evaluation, research and data analysis
- 3) Seeking funding opportunities including tendering for and the development of new services
- 4) Clinical Governance
- 5) Project management
- 6) Service / program redesign and innovation
- 7) Establish and advance Interrelates Research Institute
- 8) Continuous improvement
- 9) Relationship and stakeholder engagement

Specifically, the Practice Specialist – Impact will be responsible for evaluating evidence-based literature and research on the root causes of relevant social issues for the purpose of ensuring Interrelate is a leader in the development and delivery of best practice to gain optimal client outcomes. Further, this role will be instrumental in establishing relationships that promote Interrelate’s social impact and wider work within the social services sector as well as identifying and pursuing funding opportunities.

DUTIES:

- **IMPACT FRAMEWORK**
 - Establish, implement and continuous refine a social and environmental impact framework that enables Interrelate to measure the impact programs and services are having on the community it serves.
 - Ensure the impact framework design aligns with Interrelate’s strategic plans.
 - Drive the implementation and refinement of the Impact Framework across the organisation including staff engagement through training, iterative testing of ideas and co-design activities.

- Drive rigorous and holistic client outcomes measurement practice across programs. Ensure client outcomes data is used to drive improvements to service delivery, decision making and to demonstrate our impact.
 - Ensure the design of the impact framework effectively measures and transparently reports the achievements of individual and services outcomes and the value of the investment made in them.
 - Develop, maintain and refine a clear approach for collecting, analysing, and reporting impact information to key stakeholders internally and externally. This includes the development of an impact report.
 - Build resources including problem trees, solutions trees, theories of change and program logics for individual program and services outcomes.
 - Work at the cutting edge of impact measurement including emerging social impact thinking and practice.
- **EVALUATION, RESEARCH & DATA ANALYSIS**
- Undertake literature reviews, survey design, data collection, data entry, data analysis and interpretation of results of evaluations.
 - Keep up to date with changing trends in research, insight and evaluation, bringing methodological innovation into the team, building our thought leadership, and identifying opportunities to pilot new ways to demonstrate the impact of the Research and Innovation Team (or BU).
 - Play a key role in assisting evaluative practice in and designing and undertaking evaluation of Interrelate programs. Work closely with a range of internal and external stakeholders to build Interrelate's capability for measuring outcomes and undertaking evaluation.
 - Analyse the data generated by monitoring and evaluation processes, and present information that measures performance against agreed outcomes and targets.
 - Present the analysis and production of reports to enable the Executive Team to use data to support the allocation of resources to the areas where Interrelate is most effective and to enhance operations. Focus on the effective implementation of data collection, aggregation, analysis and reporting.
 - Develop the tools, resources, and methods to ensure outcomes data is accepted, understood and utilised, including developing and delivering training, as appropriate.
 - Take the lead in producing data and analysis on the impact of Interrelate's work to be included in the organisation's Annual Report, and any other impact reports that are suitable for a variety of internal and external audiences.

▪ **TENDERING FOR AND DEVELOPMENT OF NEW SERVICES**

- Assist with identifying available grants, funding opportunities, impact investment opportunities, philanthropic trusts, sponsorships and other sources of funds for Interrelate
- Coordinate and drive tender preparation by developing a compelling and innovative response that demonstrates Interrelate's strengths and capabilities.
- Provide information on trends, statistics, evidence-based practice and accepted or emerging models of practice.
- Produce a range of written and verbal communications including tender proposals, submissions, reports, presentations, data dashboards, correspondence, agendas and minutes. This involves writing as well as the ability to analyse and present data.
- Provide ongoing advice / input into the service growth strategy through the identification of service delivery trends and other market changes
- Meet the service growth strategy by proactively acquiring and building effective partnerships
- In conjunction with Business Development Managers, explore and market research opportunities for new income-producing services on a local or organisation-wide basis
- Research current and evolving trends in funding and contracting requirements, to inform the revenue diversification strategy.
- Analyse data for reports to partners or supporters, and for the production of funding applications and bids.

▪ **CLINICAL GOVERNANCE**

- Provide evidence-based input to assist in the refinement of Interrelate's Clinical Governance Framework and the subsequent development of Clinical Governance Audit tools and processes as part of a quality improvement process.

▪ **PROJECT MANAGEMENT**

- Initiate complex evaluation and research projects including defining and reviewing the project scope, and developing plans to track activities, timelines, deliverables and risks.
- Provide progress reports and updates to key stakeholders.

▪ **SERVICE / PROGRAM REDESIGN AND INNOVATION**

- Evaluation and analysis of existing services through client outcomes and other available data and research
- Conduct service delivery research by piloting new models and structures of service delivery with clear measures of outcomes and impact

- Monitor market trends, competitor activity and client expectations in service delivery to ensure service relevance and competitiveness
 - Apply redesign methodology to review and improve the quality, effectiveness and efficiency of current services
 - Undertake clinical Policy and Procedural review and development
 - Co-design new innovative programs/services and products with key stakeholders including clients, communities, staff and diverse and vulnerable groups
 - Lead discussions and collaborate on the redesign of new services and products for different channels / modalities, adapting to a changing technology environment
 - Ongoing support in the development and maintenance of Interrelate's Omni Channel service delivery framework through clinical and service delivery input and support (e.g. professional development and policy enhancement, maintenance, updating and enhancement of service information for clients)
- **ESTABLISH AND ADVANCE INTERRELATE'S RESEARCH INSTITUTE**
- Develop key research partnerships with relevant external bodies including like-minded universities / research institutes; undertake and lead research projects on key topics
 - Investigate broader relevant social questions as a response to current social issues
 - Assist in the translation of practice wisdom and research learnings to policy recommendations and public statements
 - Represent Interrelate in professional forums and broader academic communities through conference presentations, workshops and journal articles
 - Actively develop the Institute's profile by media and other promotion of Institute staff and Institute projects, and by enhancement of its partnership development
 - Utilise research and articulated statements to enhance Interrelate's brand so as to assist Interrelate to become known as a key expert in the field of relationships and human behaviour
- **CONTINUOUS IMPROVEMENT**
- Continually evolve and improve our approach to evaluation, data analysis and research so that decisions at a project and strategic level are based on sound evidence.
- **RELATIONSHIP & STAKEHOLDER ENGAGEMENT**
- Develop and foster relationships with key organisations and collaborators
 - Actively represent Interrelate at key government and sector meetings
 - Comment on key agendas, consultations and discussion papers relevant to the work of Interrelate

- Identify and advance opportunities to grow engagement through collaborative activities including research partnerships.
- Promote Interrelate's social impact and wider work within the social services sector.
- Represent Interrelate and present to a variety of audiences the work of Interrelate

CORE CAPABILITIES:

- **Reflective practice** – *Advanced* – Develops, disseminates and promotes reflective and evidence based practice models
- **Knowledge of client issues** – *Advanced* – Maintains high level awareness of client issues as impacted by political, economic, social and technological change
- **Client outcomes** – *Advanced* – Fosters a culture of excellence in service delivery
- **Quality** – *Advanced* – Drives and facilitates the implementation of quality systems and ensures that quality outcomes are achieved. Strives for continual improvement in services and in producing results for clients
- **Legislation and compliance** – *Advanced* – Drives and facilitates the implementation of systems which insure legislative and contractual compliance
- **Policy development and implementation** – *Advanced* – Develops clear and workable policies and procedures that align with organisational mission, researching options and consulting with stakeholders
- **Networks and Stakeholders** – *Highly Advanced* – Creates and nurtures development of new networks and relationships across broader strategic and political levels
- **Contribution to Community and Networks** – *Highly Advanced* – Champions organisational objectives and important issues within networks and with key stakeholders
- **Partnerships and Collaboration** – *Advanced* – Works to establish partnerships with other organisations across regions to improve outcomes
- **Initiative and Enterprise** – *Highly Advanced* – Envisions new and innovative possibilities for the organisation and drives the development of those with significant benefits
- **Written communication** – *Advanced* – Writes clear, accurate and succinct communications, reports, documents and tenders for a range of audiences
- **Strategic focus** – *Advanced* – Establishes and drives systems and projects linked to the strategic plan
- **Revenue diversification** – *Advanced* – Pursues revenue raising and diversification opportunities, preparing funding applications and tenders

POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Work in collaboration, and network with, key stakeholders and the wider community
2. Understand and comply with all policies and procedures pertaining to the organisation
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values, purpose and client centred service delivery
4. Perform other duties consistent with the responsibilities of the position as required by their Manager
5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy
6. Understand the principles of equity and diversity in meeting the needs of communities
7. Complete a satisfactory Australian National Police Check and a Qualifications Verification Check
8. Hold clearance of a NSW Working with Children Check, current driver's license, and permission to work in Australia

SELECTION CRITERIA:

Essential

- Tertiary qualifications in a related Human Services, Health or Research/Evaluation and relevant post graduate qualification.
- A breadth of experience in outcomes measurement and of quantitative and qualitative research and evaluation initiatives, including design, scoping, implementation and impact reporting.
- Experience in data collection and a track record in knowledge translation. Skills in processing, analysis and visualisation and an ability to interpret data to inform practice for the organisation.
- Strong knowledge of social impact methods including a deep understanding of theories of change, logic models, survey design, social research ethics and data protocols.
- Demonstrated capacity to grow funding through tenders and grant submissions.
- Excellent communication and writing skills, with a keen ability to synthesize and present complex data in simple, meaningful and compelling ways.
- Strong stakeholder management and collaboration skills with the ability to take initiative but also the ability to influence and seek consensus where required.
- Understanding of contemporary leadership and the capability to drive change and new ways of thinking in a complex environment.
- Good working knowledge and experience in utilising co-design methodologies and frameworks.