

Position Details

Position Title	Monitoring, Evaluation and Learning Lead
Classification	Lead
Business Unit	Insight, Performance and Digital Services
Reporting Relationships	Reports to – Dr. Dee Al-Nawab; Manager, Population Health and Evaluation Number of direct reports - 0
Work hours/ Employment Type	Full Time (1.0 FTE) Permanent (part-time arrangements genuinely considered)
Location	737 Bourke Street, Docklands Victoria 3008

If you need assistance or reasonable adjustments to fully participate in the application or recruitment process, please refer to '[NWMPHN Commitment](#)' section contained in this document.

NWMPHN Values



About Us

Melbourne Primary Care Network Ltd (MPCN) trading as North Western Melbourne Primary Health Network (NWMPHN) is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 2015 to improve the health of people who live in their region, particularly those most at risk of poor health outcomes. Everything we do is aimed at improving the health and wellbeing of our community. Our 5 strategic objectives from our [Strategic Plan](#) are:

1. To be a trusted partner in building a high-performing and sustainable health care system.
2. To listen to what people value in their health care and place this at the centre of all that we do.
3. To build the capability of primary health care providers.
4. To generate, translate and share data and evidence about population health needs and outcomes.
5. To work together to build a thriving organisation that is well-governed and financially and environmentally sustainable.

For more information, visit [our website](#).



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnhn@nwmpnhn.org.au • W nwmpnhn.org.au

MEL Lead Position
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About the role

The Monitoring, Evaluation and Learning (MEL) Lead sits within the Insight, Performance and Digital Services (IPDS) business unit, and works alongside program teams across the organisation to provide practical, tailored MEL support, based on what each team needs.

The role focuses on helping teams design and use monitoring and evaluation approaches that are fit for purpose, realistic, and useful for learning and decision-making. The MEL Lead builds evaluation capability across the organisation by working collaboratively with others, improving how we do evaluation in practice, and supporting confident, appropriate use of data.

People with diverse backgrounds and lived experiences are strongly encouraged to apply for all roles at NWMPHN.

Key Responsibilities

Monitoring, evaluation, and learning

- Provide tailored capacity-building support across the organisation, such as workshops, facilitated program logic modelling sessions, reviews of existing evaluation material, or one-to-one advice.
- Support and advise staff to use monitoring, evaluation and data in a practical way to improve programs, without over-claiming or creating unnecessary burden.
- Help teams understand when and how to use evaluation tools and methods appropriately, based on the purpose, risk and scale of the work.
- Work with teams to shape evaluation plans and methods that are workable in real-world conditions.
- Undertake, oversee or quality-assure evaluation and research work, ensuring findings are sound, clearly explained, and interpreted responsibly.
- Act as a central point for research and data requests, supporting governance processes, coordinating responses, and keeping clear records of current and past requests.
- Respond to external research and data requests, including assessing feasibility, advising on governance and resourcing, and coordinating NWMPHN involvement where appropriate.
- Respond flexibly to emerging MEL needs across the organisation, helping teams navigate challenges as they arise.
- Scope and prioritise monitoring, evaluation and data requests, including assessing level of effort, resource implications, and alignment with organisational priorities.
- Develop brief scoping documents or project plans to support decision-making and delivery of evaluation work.

Other related tasks and duties as determined by the CEO and/or your Executive Director, Emma McKeown, that are consistent with a position of this band and skills requirement.



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Key Selection Criteria

Qualifications

- Tertiary qualification / Professional certification in public health, monitoring and evaluation, or applied social science research.

Skills and experience

- At least five years' applied experience working in monitoring, evaluation and/or social science research in a health, primary health care, public health, or social service context.
- Demonstrated understanding and application of the program evaluation standards, participatory evaluation approaches, ethics and appropriate use of evidence.
- Demonstrated ability to apply a flexible, pragmatic and collaborative approach to working as a trusted internal advisor with a wide range of stakeholders.
- Demonstrated experience scoping and managing evaluation or analytical work, including defining project scope, timelines, and deliverables.
- Demonstrated ability to work effectively across multiple requests and priorities, with experience in agile project delivery approaches.

Desired Requirements

- Experience in capacity building or vocational education
- Interest in, or experience using, contemporary tools such as AI-enabled platforms (Microsoft Copilot).

Key Accountabilities for All NWMPHN staff:

- Culture
- Quality Management Systems (QMS)
- Information Security Management Systems (ISMS)
- Work Health and Safety (WHS)

For more information on Key Accountabilities, read [here](#)

Key Relationships

Internal	External
Senior Leadership Team	Commissioned provider organisations
Other IPDS team staff	Commissioned evaluation consultants
Program teams	MEL teams in other PHNs
Other NWMPHN staff	Research Institutions/organisations



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Key Competencies

Each role level at NWMPHN has a defined Competency Profile; a description of the level of skill and behaviours needed for the role. Please see Appendix 1 for the defined competencies for this role.

Other Requirements

- 1. National Police Records Check**
Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employer.
- 2. Working with Children Check**
Employment is subject to a satisfactory Working with Children Check. This will be undertaken by the employee and paid for by the employer.
- 3. Child Safety**
NWMPHN is committed to the safety and wellbeing of all children and young people. This applies to all Board members, Sub Committee members, staff, students and all commissioned providers.
- 4. Physical Requirements and Work Environment**
The standard activities for administrative roles at NWMPHN are applicable for this role.

NWMPHN Commitment - Equal Employment Opportunity

We welcome applications from people with diverse backgrounds and lived experiences, including Aboriginal and Torres Strait Islander Peoples, People from Culturally and Linguistically Diverse (CALD) backgrounds, LGBTQIA+, People with disability, as diversity and inclusion drives our success.

We recognise the importance of attracting and retaining talent that reflects the diverse community we live in. Research shows that teams with diverse experiences and perspectives are more creative and better problem-solvers.

It is important to us that all candidates can participate equitably in the recruitment process. If you need assistance or adjustments to fully participate in the application or interview process, please contact the NWMPHN HR team at careers@nwmpnh.org.au for a confidential conversation.

Supporting our employees balance their work and life commitments.

The nature and scope of flexible work options available will depend on the nature of the position. Applicants are encouraged to discuss flexible work arrangements with the hiring manager during the recruitment process.

Authorisation

This position description is current at the date of approval and may be amended in conjunction with the current incumbent and based on organisational requirements.

Chief Executive Officer

Signed:

Date:



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Appendix 1 - Competencies for Lead

Core skills for work

Navigate the world of work - Develops transferable skills and knowledge through sharing and reflection, takes responsibility for decisions, understands own rights and responsibilities and applies the values of the organisation in decision making and in undertaking all aspects of the role

Interact with others - Selects and uses the appropriate conventions and protocols when communicating in a range of work contexts, identifies strengths and limitations of own interpersonal skills and addresses areas that would benefit from further development and acknowledges when own reactions to different perspectives may contribute to conflict

Get the work done - Takes responsibility for planning and organising own workload, considers who, and how, others should be involved in consultative and collaborative activities and adapts ideas being used in similar contexts

Manages effectively - Uses the appropriate management style required for the situation, provides guidance, feedback and support for each team member and leverages the strengths of the team when allocating tasks

Collective Commissioning

Leadership and change management - Communicates and coordinates business plan activities, understands and promotes the role of the organisation and works collaboratively with stakeholders to efficiently and effectively deliver organisational activities

Codesign and community development - Undertakes codesign and clinical and community engagement activities, invests in understanding communities, is cognisant of the complementarity of and differences between communities, organisations and consumers and supports others to undertake this work with cultural sensitivity

Population health - Facilitates and coordinates a population health approach to commissioning activity, has an awareness of current primary health care services from a patient, practice, service and policy perspective and works with staff to build internal population health knowledge and capability

Collaborative arrangements – Promotes and maintains productive and collaborative arrangements with internal and external stakeholders and builds internal collaborative capability

Market management - Identifies and builds understanding of market characteristics, promotes and markets the organisation as attractive to do business with, and delivers high level procurement processes and practices and monitoring of supplier performance

Organisational Capability - Delivers and coordinates commissioning activity in accordance with organisational governance arrangements, policies procedures, systems and processes, identifies opportunities to enhance efficiency and effectiveness of organisational processes and models a culture of quality improvement



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