

# Research & Evaluation Coordinator

May 2018

<b>Reporting to:</b>	Senior Evaluation Manager	
<b>Direct Reports:</b>	None	
<b>Status:</b>	Contract – 6 months	Full-Time
<b>Salary range:</b>	~ \$65,000 gross + super commensurate with experience (Note: This salary already includes the tax benefit from the PBI Fringe Benefit.)	
<b>Location:</b>	Sydney	

## About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times — and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service nearly 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, ReachOut is accessed by 132,000 people in Australia every month. That's more than 1.58 million each year.

## About the role

The Research & Evaluation Coordinator role supports the coordination and implementation of ReachOut's evaluation framework. You assist in the design and execution of end-to-end evaluation processes, including conducting literature reviews; designing data collection protocols; data cleaning/management; and data analyses and interpretation. You will play a significant role in analysing the data and generating actionable insights for service provision that support strategic decision-making and ongoing program development. You work with quantitative and qualitative data from a variety of sources including cross-sectional surveys of ReachOut service users, web analytics and market research tracking surveys. You also support the team in developing and writing competitive grant applications, drafting ethics applications and producing publications, abstract submissions and presentations.

It is important in your writing and your presentations, that you can communicate research methods and results in plain and simple language. It is also important that you can work effectively within a multidisciplinary team. The role requires a flexible, adaptable, innovative and especially well organised person with strong problem solving and multi-tasking skills.





### Your key responsibilities are:

- Coordinate data collection for evaluation projects.
- Data management including data preparation (e.g., data cleaning, merging and re-coding as appropriate) and conducting data analysis (e.g. descriptive statistics)
- Draft questionnaires and/or provide evidence to input into survey questions
- Prepare reports, documents and presentations for a range of internal and external stakeholders
- Coordinate the development and submission of research publications, papers for peer-reviewed scientific journals and conference presentations, including producing graphs and tables.
- Contribute to the design of activities that support ReachOut's program of evaluation
- Support the continuous improvement of evaluation and reporting processes, systems and tools
- Assist with preparing ethics applications, research protocols, and funding submissions, reports and acquittals.

### You work closely with:

<b>With</b>	<b>Purpose</b>
Director of Research	Provides ongoing team leadership
Senior Evaluation Manager	Line manager. Provide management and guidance on day-to-day work and project activities
Research Manager	Provide support on specific projects and activities
Research team	Participate as a positive and contributing team member, including providing advice/ on statistical analysis and research design/methodology
Service Delivery, Marketing and Digital Teams	Liaise with key partners to ensure research and evaluation outputs meet their needs and are applied to continuously improve the ReachOut.com program and associate products

**To be successful in the role, you need:**

- A minimum of a Bachelor's degree (with honours or equivalent experience) in public health, psychology, or social/behavioural sciences
- 1-3 years' experience in applying mixed methods research and/or evaluation methodologies, ideally within the health, education or social sectors.
- Experience working as a Research Officer or Research Assistant where data analysis was a component of your duties
- Experience working independently with SPSS. Experience with data analysis using other statistical packages (e.g. Stata, SAS) will also be considered.
- Experience undertaking qualitative analysis (e.g. thematic or content analysis)
- Excellent written and verbal communication skills, including a proven ability to write research reports and present research findings to diverse audiences
- Strong project management skills
- Strong attention to detail
- To be self-directed, organised and able to prioritise work effectively
- Thorough working knowledge of Microsoft Office including Word, Excel, PowerPoint
- Have a commitment to ReachOut Australia's values and behaviours including working in partnership with young people

**We also think it would be useful to have:**

- Experience interpreting and drawing conclusions from data analysis.
- Experience using web analytics software such as Google Analytics
- An interest in collaborative and utilisation focussed evaluation approaches
- A background or proven interest in youth mental health