

Research and Evaluation Coordinator

August 2017

Reporting to:	Director of Research	
Direct Reports:	None	
Status:	Contract – 6 months	Full-Time
Salary range:	\$55,000 p.a. gross + super	
Location:	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 and Evaluation Coordinator will grow and develop their quantitative research and evaluation skills and experience by assisting in the coordination and implementation of ReachOut's evaluation framework and research agenda. This role will assist in the execution of end-to-end research processes, including: conducting literature reviews; data cleaning; data management; and data analyses and interpretation with a view to generating actionable insights for service provision that supports strategic decision making and ongoing program development. Data management and statistical analysis will involve a proficiency in a range of techniques including data cleaning, merging, re-coding, descriptive statistics and statistical modelling. You will be working with data from a range of sources including longitudinal and cross-sectional surveys of ReachOut service users, web analytics and market research tracking surveys. The Research and Evaluation Coordinator will also support the team in developing and writing competitive grant applications, drafting ethics applications and producing publications, abstract submissions and presentations.

The ability to communicate research methods and results in plain and simple language, in both a written and verbal format, is essential in this role, as is the ability to work within a multidisciplinary team. The role requires a flexible, adaptable, innovative and exceptionally well-organised person with strong problem solving and multi-tasking skills.



Your key responsibilities will be:

- Coordinate data collection for research and 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 and statistical modelling)
- Draft questionnaires and/or provide evidence to input into survey questions
- Prepare research reports, documents and presentations
- Coordinate the development and submission of research publications, papers for peer-reviewed scientific journals and conference presentations, including producing graphs and tables.
- Liaise with market research consultants and survey sampling/panel vendors, as needed
- Support the design of the broader program of research being undertaken by ReachOut
- Keep abreast of the literature on innovations in e-health program evaluation and research methodology
- Contribute to the ongoing improvement of evaluation and reporting processes, systems and tools
- Assist with preparing ethics applications, research protocols, and funding submissions, reports and acquittals.

You will work closely with:

With	Purpose
Director of Research	Provides ongoing leadership
Research and Evaluation Officer	Provide management and guidance on day-to-day work and project activities
Evaluation Manager	Provide management and guidance on day-to-day work and project 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 stakeholders 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 health/behavioural sciences
- Experience working as a Research Officer or Research Assistant where data analysis was a component of your duties
- Experience working independently with SPSS, however, experience with data analysis using other statistical packages (e.g. Stata, SAS) will also be considered.
- Experience in data management, data manipulation (e.g. computing new variables, recoding variables) and analysis (e.g. descriptive statistics, crosstabs, frequencies)
- Excellent written and verbal communication skills, including a demonstrated ability to write research reports, peer-reviewed publications and present research findings to diverse stakeholders
- An understanding of mixed-methods study designs and their application in health research and/or program evaluation
- 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
- To be able to exemplify ReachOut's values and behaviours in your professional conduct

We also think it would be helpful to have:

- Experience interpreting and drawing conclusions from data analysis.
- Undertaken statistical modelling (e.g. regression analysis, ANOVA)
- A background or proven interest in youth mental health