

Research & Evaluation Manager

July 2022

Reporting to:	Director of Research & Impact	
Direct Reports:	None	
Status:	Temporary (Maternity Leave cover) Contract – 9 months (Possibility of extension)	Part-Time (22.8 hours/week) Flexibility is available around working days and times
Salary range:	~\$90k (full time rate), adjusted to ~\$54k (part-time/22.8 hours).	
Location:	Pyrmont, Sydney (hybrid working arrangements are supported)	

ReachOut values diversity in our workforce. We encourage Aboriginal and Torres Strait Islander people, people with disability, people with lived experience of mental health conditions or from culturally diverse backgrounds to apply.

About the organisation

ReachOut is transforming the way young people access mental health support. We are the online safe space that young people know and trust to discover, learn and access support as they experience mental health challenges.

For more than 20 years, ReachOut has been connecting and supporting young people, and their parent, carer and teacher networks, to a range of mental health services that are available when and where they need it. We make it easy for young people to connect on their terms, at any time, from anywhere.

As the pioneer of an online model of mental health support for young people all over Australia, we have continued to evolve. Today, we are recognised as one of the leading providers of specialist support for young people on the journey toward better mental health. We are helping to change the lives of young people for the better.

About the role

The Research & Evaluation Manager (temporary) will support ReachOut's research and evaluation work by contributing to primary research projects, cross-organisation service design activities, outcomes measurement/evaluation and writing of accessible publications for a range of audiences.

The role will also provide data insights for media, marketing and fundraising, and to support the preparation of policy and law reform submissions.

Your key responsibilities will be to:

- Participate in key primary research projects undertaken by the Research and Impact team, including undertaking mixed methods or qualitative data collection,

contributing to research design, analysing data and contributing to accessible reports or other knowledge products.

- Support ReachOut's service design activities through cross-functional team work with product and service teams. This will include providing advice on research design, research insights and research ethics (including Duty of Care and human research risk issues).
- Support the development of ReachOut's social impact framework by undertaking evidence reviews to support ReachOut's Theory of Change.
- Undertake evaluative activities for our services and products, as required by our funders.

You will work closely with:

With	Purpose
Director of Research and Impact	Provides ongoing leadership
Research and Impact team	Participate as a positive and contributing team member, including providing advice/ on statistical analysis and research design/methodology.
Service Design, Service Delivery, Marketing and Digital Teams	Collaborate with key internal stakeholders to ensure research and evaluation activities meet their needs.

Selection Criteria. To be successful in the role, you need to show that you have:

- A post-graduate qualification or equivalent research experience in social sciences, education, public health, social work, community services etc.
- Experience in qualitative or mixed methods research
- The ability to synthesise, interpret and communicate research methods and results in plain and simple language.
- The ability to communicate and build rapport with people from a range of backgrounds, disciplines and experiences, including young people.
- Excellent written and verbal communication skills, including a demonstrated ability to write and present research findings to diverse stakeholders.
- Strong attention to detail.
- To be self-directed, organised and able to prioritise work effectively and collaborate with others.

We also think it would be helpful to have:

- A background or interest in youth mental health
- Experience working in a non-profit or community-based organisation
- Experience working with young people or other vulnerable population groups
- Experience working in a multidisciplinary team, including with service design, marketing and communication specialists
- An understanding of mixed-methods and/or qualitative study designs and their application in health or social research and/or program evaluation