

Research Manager

February 2019

Reporting to:	Director of Research	
Direct Reports:	None	
Status:	Contract – 12 months	Full-Time
Salary range:	~\$90k + super. Please note this salary includes the PBI Fringe Benefit.	
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 more than 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

In April 2019, ReachOut Australia will launch a cohort study to evaluate the impact of its youth service, ReachOut.com. The Research Manager will project manage the study, conduct a range of statistical analyses for this project and collaborate with a mixed-method team to develop an analysis plan, interpret results, triangulate data, draw conclusions and generate recommendations. The preparation of reports for internal and external audiences, peer reviewed publications and activities to support research translation are core components of the role. The Research Manager will also share the day-to-day supervision of a Research Coordinator.

From time to time, the Research Manager may also be called on to support other projects. This may include working with data from cross-sectional surveys, web analytics and market research tracking surveys, presenting results to internal audiences and supporting the translation of research findings.

The ability to communicate research methods and results in plain and simple language is essential in this role, as is the ability to work and thrive in a mixed-method, multidisciplinary team and liaise with all levels of organisation stakeholders. The role requires a flexible, practical, innovative and exceptionally well organised person with strong problem solving and multi-tasking skills.

Your key responsibilities will be:

Cohort study

- Develop a data analysis plan for the quantitative data generated as part of the cohort study
- Data cleaning, management and analysis of longitudinal data and 'big data' generated from website usage
- Undertake a range of data analysis, from simple frequencies and Chi-squared analysis, to modelling with binary and Likert-type responses, and more complex longitudinal data analysis and path analysis
- Interpret results from a range of data analyses, and generate insights into key study questions
- Supervise Research Coordinator on day-to-day tasks related to the project
- Collaborate with Project Team to triangulate data, draw conclusions and generate recommendations
- Communicate and support the translation of results from data analysis to a range of stakeholders with varying levels of statistical knowledge, including internal stakeholders, such as senior management, research, service delivery, marketing, digital and communications staff and external stakeholders (e.g. academic and service delivery partners, funders and supporters)
- Contributing to an external report on project findings and the preparation of peer-reviewed papers and conference presentations
- Manage the day-to-day running of the project

Other projects

- Preparing questionnaires and advising on survey questions and research design
- Coordinating fieldwork and data collection for selected research and evaluation projects, undertaking associated statistical analyses and ensuring these focus on generating actionable insights that support strategic decision making and ongoing program development (particularly in relation to program reach and impact)
- Assisting in the preparation of funding submissions
- Managing the preparation of reports or presentations for internal and external audiences
- Liaising with market research consultants and survey sampling/panel vendors/suppliers, as needed
- Keeping abreast of the literature on and innovations in e-health program evaluation and research methodology
- Participating in ongoing improvement of evaluation and reporting systems and evaluation tools

You will work closely with:

With	Purpose
Director of Research	Provides ongoing leadership
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 post graduate degree in public health, psychology, or health/behavioural sciences or equivalent experience
- Experience working in a role/s where data analysis, including statistical modelling, was a core component of your duties
- An ability to work independently on statistical analysis and data modelling
- Considerable experience working with statistical packages (e.g. SPSS, Stata, SAS)
- Experience in data management, data manipulation (e.g. computing new variables, recoding variables) and data analysis (e.g. descriptive statistics, statistical modelling)
- A demonstrated understanding of the different types of statistical models that are appropriate for different types of data (e.g. continuous or categorical)
- A strong ability to interpret output from statistical modelling and to interpret, draw conclusions and generate recommendations from data analysis
- Excellent written and verbal communication skills, including a demonstrated ability to write peer reviewed publications, research reports 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 working with R
- A background or interest in youth mental health
- Experience working in a mixed-methods research team
- Experience working in a multidisciplinary team, including with marketing and communication specialists