

Measurement, Evaluation and Learning Lead

Operations

Measurement, Evaluation and Learning Lead, Operations

An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. Justice Connect is a not-for-profit organisation with a vision of a fair and strong community in which people have a fair chance at a better life, the community sector is strong and vibrant and the legal/justice and non-legal social systems are fairer and better.

At Justice Connect, we believe everyone deserves a fair chance at a better life. Too often, our legal system is complicated, expensive and inaccessible. And when the system doesn't work for everyone, it works for no one. It holds our community back. That's why we use the law to help people and community groups left behind by an unfair and complicated legal system. Whether it's a single mother facing homelessness, a local community group struggling with overwhelming regulation or an older person dealing with family violence, real-life problems so often have legal solutions. That's why we connect people with legal help. We use the power of the law to open up the legal system for those locked out of it, and to change the system where it is broken.

The key to our impact is the passionate commitment of our people. We hold ourselves to the highest standards, driven by a desire to deliver real improvements in the lives of the people and communities we help.

Justice Connect is a leader in impact evaluation in the community legal sector, with a well-established evaluation mindset and practice. We have published annual impact reports since 2015 and are committed to ensuring that our work directly contributes to our purpose and vision.

With the recent development of a new organisational strategy and the pending deployment of a new CRM, we are now undertaking a review of our measurement, evaluation and learning (MEL) practices. Working closely with the Head of Community Programs, the MEL Lead will project manage this review process and develop a new MEL framework for Justice Connect. The MEL Lead will also develop and implement measurement and evaluation processes which align with our theory of change across all our services including; legal advice, information, training, and policy and law reform.

As part of the MEL framework, the MEL Lead will also develop and implement a robust learning process to ensure that the findings of our measurement and evaluation can be understood and action taken based on these findings to rapidly iterate and improve our services.

If you want to work in a fast paced, dynamic environment, you enjoy developing new processes and systems and you are passionate about measurement, evaluation and learning, we would like to hear from you. This is a fantastic opportunity to join a committed team who share your vision of a fairer society.

We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.



Applications close 9:00 am, Monday 26 October 2020.



Position description

Position title	Measurement, Evaluation and Learning Lead, Operations
Position reports to	Head of Community Programs
Position Works in Close Collaboration with	Program Managers
Employment status	Fixed term until 9 April 2021
Hours	22.5 – 30 hours per week (0.6 FTE – 0.8 FTE)
Salary	Pro rata of \$85,153.29 per annum, plus 9.5% superannuation, annual lead loading and generous salary packaging options.
Location	Level 17, 461 Bourke Street, Melbourne VIC 3000 or Level 5, 175 Liverpool St, Sydney, NSW 2000 (remote during COVID-19 pandemic)
Closing date	9:00am, Monday 26 October 2020
For further information	Contact Brendan Lacota, Head of Community Programs (03) 8636 4446

Role purpose

The MEL Lead will project manage the organisational review of measurement, evaluation and learning practices and develop a new MEL framework for Justice Connect. The MEL Lead will also develop and implement measurement and evaluation processes which align with our theory of change across all our services including; legal advice, information, training, and policy and law reform. Ensuring that our work has impact and contributes to our vision.

Key responsibilities

- Developing Justice Connect’s measurement, evaluation and learning framework across all our services. This will include:
 - Identifying appropriate measures, both quantitative and qualitative, to evaluate our progress against our theory of change and strategic goals;
 - Engaging with stakeholders to establish an interim organisational MEL framework for testing and a final organisational MEL framework.
- Building a strong understanding of our programs and reporting systems, including our CRM (Dynamics 365), and developing strong relationships with Justice Connect staff in order to deeply understand our work.
- Drawing on evaluation activities and in consultation with key staff, assist programs to update evaluation and impact reports to align with the organisational MEL framework, including:
 - Internal reports to management, service teams and the board;
 - Reports to funders; and
 - External public reporting, including our annual Impact Report.
- Identify and support service quality improvement projects and activities across the organisation, to ensure that practice and systems are consistent with industry standards, evidence and current best practice.
- Provide advice and support to Program Heads and Managers in relation to MEL practice, systems, standards and planning.
- Provide advice and input to the development of Justice Connect projects from a MEL perspective



- Contributing to Justice Connect's Reconciliation Action Plan activities.
- Other duties as directed and necessary to the proper performance of the role.

This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.

Selection criteria	
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in impact measurement and/or evaluation or other relevant discipline (required)
Technical expertise	<ul style="list-style-type: none"> • Understanding of theory of change and impact measurement • Understanding of quality measurement frameworks within the community sector
Experience	<ul style="list-style-type: none"> • Experience developing and applying theory of change-based impact measurement in the community sector • Experience in the design and conduct of both quantitative and qualitative evaluation • Experience in community service client data management, reporting and presentation (e.g. data analytics and reporting using both excel and other CRM tools) • Experience in stakeholder management and engagement • Experience with Microsoft Dynamics 365 (desirable)
Knowledge, skills & attributes	<ul style="list-style-type: none"> • Understanding of best practice measurement, evaluation and learning in the legal assistance or related sector • Communicates clearly both verbally and in writing, by providing informed, meaningful and relevant messages that meet audience needs • Demonstrated ability to manage competing tasks, deadlines and priorities • Flexibility and willingness to engage with a range of stakeholder, both internal and external to understand their needs • Knowledge of the legal assistance and pro bono sector in Victoria and/or NSW • Demonstrated ability to work autonomously as well as collaboratively in a team environment • Highly motivated and uses initiative • Sound computer skills within a community service environment • A commitment to Justice Connect's vision and values and an interest in social justice and human rights issues

Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.



Important information

For further information about Justice Connect and its work please visit www.justiceconnect.org.au

The application process is as follows:

- Applications should be addressed to **Brendan Lacota, Head of Community Programs** and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with specific reference to the selection criteria
- Applications should be emailed to hr@justiceconnect.org.au as a **single word or PDF file** including “Measurement, Evaluation and Learning Lead, Operations via Justice Connect website” in the email subject line.
- Applications close at **9:00 am, Monday 26 October 2020**.

