**Position Description**

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| Position | *Outcomes and Evaluation Lead* |
| Reports to (position title) | *Director, Engagement and Learning* |
| Purpose: | *Develop, foster and lead measurement and evaluation activities across Consumer Action Law Centre’s direct services, including legal advice and representation, financial counselling, training and sector engagement, in accordance with the Centre’s Impact Framework.* |
| Direct reports: | *0* |
| Indirect reports: | *0* |
| Scope | *The Outcomes and Evaluation Lead is based in the Engagement and Learning Team and works closely with those delivering client services across the organisation including lawyers and financial counsellors.*  *This role leads evaluation and monitoring activities to support service design and delivery in accordance with the Centre’s Impact Framework. Activities include data quality and analysis, client surveying, facilitating small groups, and evaluating the work of the centre’s different program areas.*  *The role supports all staff to engage with and learn from evaluation and monitoring, to maintain the impact-driven and reflective culture we want at our organisation.* |

**Organisation chart:**

**Key Accountabilities:**

* Applying the Centre’s Impact Framework, develop, lead and oversee a program of monitoring and evaluation work across the direct services of the centre. This is a cross-organisational role that will lead evaluation of the core work of our teams including:
  + legal advice and representation
  + financial counselling
  + training & engagement activities
  + policy and campaigns
* The role will also provide advice, support and build capacity of team members to develop an evaluation plan and undertake evaluation activities, e.g. for projects and campaigns.
* Support relevant Directors to respond to evaluation findings to ensure evaluations have impact and lead to learning and change.
* Support the Management Team and Board to implement organisational change in response to evaluation findings.
* Participate in a Legal Assistance Sector Evaluation Community of Practice to engage with, influence and learn from other evaluation professionals and contribute to a stronger sector (meeting every two months)
* Work with members of the Operations Team and the Federation of CLCs to develop shared data definitions at Consumer Action and work to improve data quality (including reasonable assumptions we can make about our data).
* Manage and oversee external evaluation projects (e.g. undertaken by consultants) relating to Consumer Action’s direct services, in collaboration with the relevant Director.
* Drawing on evaluation activities and in consultation with key staff, prepare or contribute to evaluation and impact reports, including:
  + Internal reports to management, service teams and the Board;
  + Reports to funders; and
  + External public reporting, including our annual Impact Report
* Undertake specific research and monitoring about good practice in legal assistance and financial counselling services;
* Undertake literature reviews and desktop research as required regarding need and access to services (including legal needs analyses);
* Identify policy issues or systemic legal issues that arise from evaluation and feed into broader policy and campaign work of the centre;
* Other tasks and projects relating to evaluation and monitoring and the Centre’s Impact Framework as directed by the Director of Engagement and Learning.

**Qualifications/Experience/Specialist Skills:**

* Understanding of the theory of impact measurement and assessment.
* Understanding of quality measurement frameworks within the community sector.
* Formal degree level qualifications in law, social work, psychology, evaluation or other relevant discipline.
* Demonstrated experience in the design and conduct of quantitative and qualitative evaluation projects.
* Skill in facilitating small groups to engage in evaluative thinking.
* Experience in stakeholder management and network building, including understanding of the interaction between funding bodies and the community legal and financial counselling sector.
* Experience in a community legal centre or similar NFP or community sector setting.
* Experience in interacting with vulnerable and disadvantaged individuals and families.
* Demonstrated experience in community service client data management and related experience with IT (e.g. data manipulation and presentation using Excel etc).
* Strong writing and presentation skills.
* Experience with data visualisation tools (e.g. Power BI) would be a bonus.

**Competencies**

* The ideal candidate will have the ability to actively model and embody Consumer Action values of respect, fairness, courage and excellence.
  + Fairness: we act with integrity and pursue fair outcomes
  + Respect: We care about, collaborate with, and respect our clients, colleagues, partners and others we interact with
  + Reflection: We use our specialist skills, ongoing learning and reflective practice to deliver excellent services and effective campaigns that create impact
  + Courage: We act boldly and courageously in pursuing our vision.
* In this role these values can be applied through:
* Ability to influence others (internal and external stakeholders) to develop a culture of reflective practice, learning and continuous improvement
* Highly developed collaborative skills and ability to build capacity and support others to do evaluation work
* Ability to think critically and with curiosity to provide new perspectives on our services’ work, and courage to share this
* Skill in communicating clearly both verbally and in writing to provide informed, meaningful and relevant messages that meet audience needs
* Ability to design own approaches for excellent performance and structures time and tasks to achieve prioritised outcomes
* Willingness to be flexible and responsive to opportunities as they arise
* Demonstrated ability to work with cooperation, concern and respect for others’ feelings and ideas and works well with the different working styles of others, treating all people with dignity and respect;
* Deep knowledge of and commitment to social justice issues, including the community legal sector.
* Flexibility and willingness to engage with a range of internal and external stakeholders including funders, partners in the community sector, consumers and employees across the entire organisation