

<b>Position title:</b>	Evaluation Lead
<b>Dept. / Team:</b>	Prevention and Health Promotion
<b>Reports to:</b>	Prevention and Health Promotion Manager
<b>Position Number:</b>	6024
<b>Classification:</b>	Above Award
<b>Award or Agreement Name:</b>	Social, Community and Homecare Disability Services Award 2010
<b>Delegation:</b>	Not Applicable

## Mission Statement

We support, empower and campaign for all Victorians affected by, or at risk of, diabetes.

## Values Statement

Above all, we value and respect the lived experience of Victorians affected by diabetes. This is at the core of everything we do.

## Position purpose

The Evaluation Coordinator takes a lead role in the review and implementation of the Program Evaluation Plan, including reporting on participant outcome measures and is responsible for providing support to develop a knowledge base around the implementation and effectiveness of the *Life!* program within the broader health promotion system for collective impact on the health and well-being of at-risk Victorians.

The Evaluation Coordinator is expected to be capable of coordinating the collection of qualitative and quantitative data from both primary and secondary sources for large- and small-scale projects. The ability to liaise with program stakeholders across all levels of responsibility is important. The position will also need to have the ability to analyse data, conduct literature searches, and prepare written reports and journal articles at an advanced level.

### A. Business Unit / Departmental Purpose

The Prevention and Health Promotion Team is responsible for the successful delivery of the *Life!* program. The *Life!* program is currently the largest diabetes prevention program in Australia, and Diabetes Victoria is leading this program with funding from the State Government of Victoria. The *Life!* program reduces participants risk of developing type 2 diabetes and CVD by providing a group-based intervention (*Life!* course), individual *Life!* Telephone Health Coaching (THC) sessions, and the Aboriginal *Life!* Program (Road to Good Health course).

### B. Key accountabilities

KEY RESULT AREAS (KRAs)	TASKS	KEY PERFORMANCE INDICATORS (KPIs)
The key measurable outputs or deliverables required of the position.	The main activities required to achieve a KRA.	The quantitative/qualitative evidence used to measure how well the KRAs have been achieved.
<b>1. Program Evaluation</b>	<ul style="list-style-type: none"> <li>In consultation with all relevant stakeholders, review and implement the program's evaluation framework for 2017-19.</li> <li>Explore alignment of current program</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation reports are completed as per the framework.</li> <li>All reports are of a high-quality and well written, all data and analysis must be accurate.</li> </ul>

	<p>outcomes with the Victorian public health and wellbeing outcomes framework</p> <ul style="list-style-type: none"> <li>• Lead the design, conduct and reporting of monitoring and evaluation activities to the <i>Life!</i> program.</li> <li>• Actively assess current evaluation processes for any required amendments or development of new tools, approaches and delivery for all program types.</li> <li>• Review and provide any feedback to the interim evaluation report for 2017-18.</li> <li>• Consult with DHHS on the methodology and process for the development of the final evaluation report to ensure completion by the end of the service agreement (30 June 2019)</li> <li>• Ensure that all evaluation documentation is kept up to date</li> <li>• Liaise with relevant team members to ensure data collection processes/database are current or updated for evaluation projects.</li> <li>• Participate in any external evaluations commissioned by DHHS</li> <li>• Lead the preparation and distribution of facilitator/health coach and provider surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain version control of evaluation documentation and evaluation information in related program resources and ensure the most relevant information regarding program evaluation is included and disseminated to all relevant stakeholders</li> <li>• DHHS has been actively engaged in the development of the final report.</li> <li>• Final evaluation report for 2017-19 is provided to DHHS for approval by 30 June 2019.</li> <li>• Propose and implement additional performance indicators to capture the <i>Life!</i> program's contribution towards achieving the target of halting the rise in type 2 diabetes prevalence by 2025.</li> <li>• Contribute to improved quality and rigour of program monitoring and evaluation through providing advice and support to all program areas.</li> <li>• Make recommendations regarding program design in the program redesign to meet emerging program goals and direction</li> </ul>
<b>2. Program Development and Integration</b>	<ul style="list-style-type: none"> <li>• Provide an evaluation/evidence-based perspective to inform revision of program documents</li> <li>• Contribute to the design and implementation of a new business model that provides cost-effective, innovative solutions for type 2 diabetes and CVD prevention to best respond to the needs of Victorians</li> <li>• Develop connections and provide an understanding of other prevention or healthy living programs nationwide.</li> <li>• Contribute to training and professional development of the <i>Life!</i> workforce by providing feedback to improve performance at professional development day updates.</li> <li>• Continue the development and ongoing implementation of the 12-month follow up session.</li> <li>• Actively contribute to and monitor the effectiveness of the ongoing development of the online platform to support increased program contact time,</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that program experience and implementation knowledge gained through program evaluation activities are provided in a timely manner to inform program development.</li> <li>• Provide support to the in the planning and implementation of the professional development day updates and training.</li> <li>• Actively participate in the Program Enhancements working group and other working groups/committees as required.</li> </ul>

	<p>engagement and retention.</p> <ul style="list-style-type: none"> <li>• Explore how the <i>Life!</i> program might be more closely integrated with mainstream health services as provided through community health services</li> </ul>	
<b>3. Reporting and publications</b>	<ul style="list-style-type: none"> <li>• Drive internal knowledge regarding current research in prevention and lifestyle chronic disease and link this to develop best evidence-based practices</li> <li>• Contribute to relevant reports, such as quarterly progress reports, board reports and other program updates.</li> <li>• Provide feedback, where required, on monthly and quarterly data reports.</li> <li>• Lead the preparation of papers for peer-reviewed scientific journals and conferences.</li> <li>• Liaise closely and develop a good working relationship with relevant stakeholders to explore research opportunities and develop publications regarding the <i>Life!</i> program</li> <li>• Report on the quality improvement processes for providers and organization's and outline the effectiveness of the delivery of the program.</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting provided in a timely manner.</li> <li>• Feedback on monthly and quarterly reporting is provided in a timely manner.</li> </ul>
<b>4. Relationship Management and Building</b>	<ul style="list-style-type: none"> <li>• Liaise with key stakeholders regarding evaluation and integration of the <i>Life!</i> program within the Victorian public health system.</li> <li>• Develop and maintain effective communication and relationships with Diabetes Victoria staff and external stakeholders.</li> <li>• Liaise with Diabetes Victoria Evaluation Manager for support and expertise</li> <li>• Represent the <i>Life!</i> program at various committees and meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Attend relevant stakeholder meetings and provide program updates when requested.</li> <li>• All relevant stakeholders are updated on any relevant information regarding program evaluation.</li> <li>• Team members are kept up to date with evaluation requirements.</li> </ul>
<b>5. Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Ensure relevance of Salesforce based facilitator and provider reports and update as appropriate.</li> <li>• Contribute to annual provider accreditation.</li> <li>• Direct the quality assurance monitoring of the program.</li> <li>• Liaise with relevant team members to ensure data collection processes and data integrity is maintained to a satisfactory standard.</li> <li>• Lead processes to up-date current</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitator and provider feedback reports are up to date and relevant with appropriately benchmarked outcomes.</li> <li>• Completion of a quarterly assurance process to ensure all database business rules are implemented according to eligibility criteria and program outcomes</li> <li>• Quarterly reporting of collated feedback is completed to provide insight into assurance processes</li> </ul>

	evaluation of all stakeholder satisfaction and embed collated feedback across all systems to improve program procedures	<ul style="list-style-type: none"> <li>• Accuracy of the data entered into the database is at least 90 per cent.</li> <li>• Ensure program providers enter data in a timely manner and to a satisfactory standard</li> </ul>
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## C. Organisational requirements

<b>Policy and Practice</b>	<ul style="list-style-type: none"> <li>• <b>Compliance</b></li> </ul>	<ul style="list-style-type: none"> <li>• Comply with company policies and procedures</li> <li>• Attend/complete mandatory compliance training</li> <li>• Display duty of care at all times with Workplace Health and Safety</li> <li>• Demonstrate awareness of Risk &amp; Compliance obligations and undertake necessary actions</li> </ul>
<b>Continuous Learning</b>	<ul style="list-style-type: none"> <li>• <b>Professional Development</b></li> </ul>	<ul style="list-style-type: none"> <li>• Actively participates in the Professional Development Review System</li> <li>• Actively develop oneself</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• <b>Policy &amp; Procedures</b></li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all work practices meet Diabetes Victoria's ISO 9001 quality certification requirements as outlined in the Diabetes Victoria <b>Quality Policy</b> (ISO-57)</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• <b>Code of Practice</b></li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to the <b>Customer Service Framework</b> (ISO-261) when dealing with all customer enquiries and complaints</li> </ul>

## D. Position requirements

The essential skills, knowledge and experience required of this position

Skills
1. Microsoft Office including Word, Excel and PowerPoint, EndNote, "STATA or SPSS (advanced), Qualtrics (desirable) or familiarity with online survey platforms.
2. Statistics / Outcome data analysis
3. Project management
4. Report writing
5. Time Management
6. Communication – written and verbal
7. Relationship / Networking
8. Change management
9. Team player

Knowledge (Qualifications required)
1. Post graduate qualifications in health sciences, research and evaluation and/or related discipline
2. PhD in health sciences or related area (desirable)

3. Knowledge and understanding of primary health care, health promotion and prevention
4. Current Police Check

#### Experience

1. Experience in preparing reports and other documentation
2. Experience using both quantitative and qualitative methods
3. Experience in preparing documents such as journal articles, grant applications/submissions
4. Experience of quality improvement and implementation methodology within a health system
5. Experience in report writing and presentation skills to disseminate project learnings to relevant stakeholders.
6. Demonstrated experience in identification of innovative opportunities/ models to enhance health promotion and prevention programs
7. Understanding of the needs of people from culturally and linguistically diverse backgrounds

### E. Behavioural requirements

The behavioural competencies required to be demonstrated by an individual in order to perform this position effectively (please refer to dictionary of behavioural competencies)

Behavioral competencies	Level of proficiency	Proficiency Description <i>See competency dictionary for additional detail</i>
1. Networking/ Relationship Building	4	Building and actively maintaining working relationships and/or networks of contacts to further the organisation's goals <b>Strategically expands networks</b>
2. Analytical Thinking	4	Interpreting, linking and analysing information in order to understand issues <b>Applies broad analysis</b>
3. Change Leadership	4	Managing, leading and enabling the process of change and transition while helping other deal with their effects <b>Aligns change initiatives with organizational objectives</b>
4. Communication	3	Listening to others and communicating in an effective manner that fosters open communication <b>Adapts communication to others</b>
5. Creative Thinking	4	Questioning conventional approached, exploring alternatives and responding to challenges with innovative solutions, using intuition, experimentation and fresh perspectives. <b>Aligns personal development with objectives of the organisation</b>
6. Planning and Organising	3	Defining tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives <b>Integrates and evaluates plans to achieve business goals</b>

### F. Key relationships/interactions

The internal and external relationships/interactions and why the position interacts with these parties

	Who	Why (Reason for relationship)
INTERNAL	Prevention and Health Promotion Manager	Receive direction from and assist in the strategic development of the program to ensure best practice and effectiveness.

	<b>Salesforce/CRM Project Manager</b>	Work collaboratively with relevant team members that manage the data and database to ensure that the most appropriate processes for relevant data collection, reporting and evaluation are implemented and monitored.
	<b>Prevention and Health Promotion team</b>	Work collaboratively with other members of the team to effectively implement program evaluation framework. Inform and provide support to all staff ensuring that best practice is incorporated into program implementation and research.
	<b>Diabetes Victoria Evaluation Manager</b>	Work collaboratively with the Diabetes Victoria Evaluation Manager to effectively implement program evaluation framework and research.
<b>EXTERNAL</b>	<b>Key researchers and evaluation teams</b>	Work collaboratively with researchers involved in prevention and health projects. Explore with relevant stakeholders the development and coordination of appropriate networks.
	<b>Program providers and facilitators</b>	Develop communications to ensure program knowledge translation regularly occurs to cover key program achievements, updates on recent research articles and policy documents.
	<b>Management and Committees</b>	Present to and prepare reports for management and relevant program committees and working groups.

#### G. SIGNATORY

**Last updated:** December 2018

**Approved By:** Prevention & Health Promotion Manager

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Position holder acceptance:** **Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_