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Position description

Details

TITLE	Program Evaluation Officer	POSITION NUMBER	NUMBER
CLASSIFICATION	PTA level 4	REPORTS TO	Manager Planning and Governance
DEPARTMENT / BUSINESS UNIT	FRRCP Planning and Governance	LOCATION	Headquarters, Burwood East
DIRECT REPORTS	Nil	DATE	15 August 2023

Our organisation

WHO WE ARE CFA is a Statutory Authority accountable to government for the delivery of emergency services through its paid and volunteer workforce

VISION Victorian communities are prepared for and safe from fire

MISSION To protect lives and property

Our values and guiding principles

These key behaviours are consistent across CFA and all staff will perform their positions in accordance with the following:

We put SAFETY first We are committed to ensuring the safety of the communities we protect. We actively pursue zero harm. We want everyone to get home safe and well. We have a harmonious workplace. We encourage discussions on safety matters.

We excel through TEAMWORK We work together to achieve our mission. We openly share information and resources and acknowledge each other's strengths. We work cooperatively in inclusive teams. We work collaboratively for the benefit of the Victorian community. We respect and embrace open communication.

We are dynamic and ADAPTABLE We are dynamic and constantly adapting in response to community need. We are open to the challenge of a changing environment. We are proactive and make it happen. We challenge the status quo and recognise innovators. We learn from each other and our community.

We act with INTEGRITY We act with integrity at all times. We are truthful, open and honest. We consistently lead by example. We make transparent and timely decisions. We speak up if we see something wrong. We are accountable and will hold one another to account.

We RESPECT each other We treat everyone fairly and with respect. We acknowledge each other's ideas, opinions and contribution. We welcome diversity. We show empathy and understanding. We respect the time of our people.

Victorian communities are prepared for and safe from fire

OUR VISION

Primary purpose Including context and background

The Program Evaluation Officer role sits within the Planning and Governance (P&G) unit which provides multiple services within the Fire Risk, Research and Community Preparedness department, including business planning, governance support, formal evaluation and research, data collection, monitoring and reporting, and the development of community and environmental risk products.

The Program Evaluation Officer will provide technical and administrative support to the design and implementation of evaluation practice in P&G. The incumbent will work closely with their team to implement monitoring and evaluation commitments, actively engage with internal and external stakeholders, contribute to the improvement of program monitoring through organising, collecting and analysing data and assist with evaluation reporting and dissemination of findings. The role is part of a multi-disciplinary team and will also support the day-to-day management of monitoring and evaluation tasks.

Specific duties and accountabilities

- Identify, source, and collate relevant research information, CFA documentation and data sources, to provide detailed background material for program monitoring and evaluation.
- Maintain and store program documentation, research and evaluation information and data records within the CFA policy guidelines.
- Assist in the collection of quantitative and qualitative data, by organising and administering surveys, focus groups and online consultations.
- Engage and guide internal and external stakeholders in co-facilitated qualitative evaluation activities including small group consultations or individual interviews. Occasional regional travel may be required.
- Provide support to CFA regional staff and volunteers to ensure the implementation of strong M&E systems and processes.
- Develop, maintain, and administer digital project pages on the CFA Engage HQ platform, including contributing to survey designs for the collection of program monitoring data.
- Perform data entry duties, review program data and complete quality checks by verifying the accuracy of information, detecting deficiencies or errors, and ensuring data is of a high quality.
- Analyse data using Excel or licenced software tools e.g., NVIVO, provide data visualizations including graphs, table and participate in data synthesis and sense making exercises.
- Assist with the development of baseline data for Community Engagement programs by gathering existing and additional data, performing appropriate calculations, and supporting the tracking of key metrics.
- Contribute to the preparation and delivery of monitoring and evaluation reporting, by providing relevant data inputs for a variety of communication styles e.g., written reports, in-person meetings and online PowerPoint or digital presentations.
- Maintain a professional knowledge of relevant evaluation methods and concepts and contribute to building internal Monitoring Evaluation and Reporting capability.
- Other reasonable duties as required.

Safety, Wellbeing and Environment

CFA employees have specific accountabilities for safety, wellbeing and environment (SW&E) at work. They must:

- Comply with all measures taken to safeguard them while at work, including SW&E policies, procedures and instructions.
- Attend any training or briefing required to provide them with SW&E information needed to carry out their role safely.
- Report any SW&E incident, near miss or unsafe situation without delay.
- Become familiar with emergency and evacuation procedures and comply with any instruction given by nominated people (such as fire wardens or first aiders) in the event of an emergency at their work location.
- Use and maintain any safety devices and/or personal protective equipment provided for their safety.

- Be conscious of the importance CFA places on environmental care and take steps to ensure that no environmental harm results from any of their actions.
- Act in a manner which demonstrates a commitment to CFA Child Safe policies and comply with the Victorian Government Child Safe Standards.
- CFA employees act in an environmentally responsible manner at all times.

Diversity and Inclusion

- Act in a manner which demonstrates a commitment to CFA Diversity and Inclusion policies, procedures and regulations.

Code of Conduct and Behavioural Standards

- Demonstrate CFA values and behaviours and comply with the Code of Conduct and Behavioural Standards.
- Follow the guiding principles to:
 - Act with integrity at all times
 - Be truthful, open and honest
 - Treat everyone fairly and with respect, including other CFA Members, Officers, CFA visitors and members of the public.

Policies and Procedures

- Comply with CFA policies, procedures and regulations

Child Safety

- At CFA, we are committed to creating a child safe environment that promotes the safety and wellbeing of all children and young people with whom we have contact. CFA has a zero tolerance to all forms of child abuse and harm and will act to protect children and young people by effectively responding to allegations and complaints, including reporting matters to relevant authorities. Children within CFA are supported to express their culture and enjoy their cultural rights. CFA has a zero tolerance of racism and expects staff will act on any incidents of racism. There is an expectation that all staff have, and maintain, a commitment to child safety, equity and inclusion, and cultural safety.

Key selection criteria

- Tertiary degree in the field of social sciences, human sciences, community/allied health or related field. Qualification range: bachelor's degree – master's degree (complete or current enrolment) with a component of monitoring and evaluation, 2-3 years of experience in monitoring and evaluation role desirable
- Experience in program monitoring and evaluation activities, including a well-developed understanding of evaluation methods and concepts.
- High attention to detail, with the technical ability to analyse data and information from different sources, identify trends, patterns and perspectives and contribute to sense making processes.
- Demonstrated ability to collaborate with stakeholders effectively, with experience in the collection of data and information including group facilitation.
- Well-developed written and verbal communication skills, with proven ability to communicate information and results to a variety of audiences, through reports, presentations, and data visualisation.
- Excellent organisational, problem solving and time management skills, with a positive attitude to working flexibly in a changing environment.

General requirements

- Hold a valid Working with Children Check
- Be prepared to participate in Incident Management support roles appropriate to experience and qualifications.