

Position Description

Position Title:	Evidence, Evaluation & Learning Specialist	Position Number:	POS177
Reports To:	Manager - Evidence & Innovation	Location(s):	The Hub
PD Number:	PDHSI022	Classification:	Band 6

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

The Evidence, Evaluation & Learning Specialist sits within the Impact Team, reporting to the Manager - Evidence & Innovation. This is an adaptive and dynamic role that brings together evidence from across programs to inform learning and guide strategic decisions that strengthen Launch Housing's impact.

The position works collaboratively across programs and portfolios to lead and contribute to evaluation, research, advocacy and impact initiatives at organisational, portfolio and program levels. It ensures that evaluation and evidence are systematically integrated into planning, strategy and practice, supporting continuous improvement and the effective delivery of services.

The role requires strong technical capability in evaluation and evidence generation, alongside the ability to work effectively with internal and external stakeholders to support learning, knowledge sharing and practice improvement across the organisation and the broader housing and homelessness sector.

Launch Housing Leadership Framework

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned.



The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Others proficiency level within the framework, reflecting the responsibility to guide and support teams, foster collaboration, and create a high-performing and inclusive environment that drives positive outcomes.

Key Outcomes

Ongoing Monitoring & Evaluation

Success will look like:

- Leading and collaborating on the design, delivery, and oversight of monitoring and evaluation approaches, service reviews, and co-design projects. This includes developing practical tools and methods (e.g., surveys, interviews, case studies) that consider diverse client needs, applying client-centred and trauma-informed practices, managing ethics submissions, and conducting mixed-method data analysis.
- Working in partnership with teams and senior leaders to develop and maintain program logics that reflect Launch Housing's Theory of Change and portfolio priorities.
- Embedding and maintaining oversight of consent management, de-identification standards and participant safety protocols across all monitoring and evaluation activities, and co-developing and stewarding culturally safe methods and First Nations data governance agreements with appropriate partners.
- Producing clear, fit-for-purpose reports and communication products that translate evidence and insights into tools for service improvement and advocacy, tailored for diverse audiences including program teams, senior leaders, funders, and advocacy and policy roles.
- Generating, synthesising and interpreting data and other evidence into insights for annual publications such as the Impact Report and Insights Paper, and leading the dissemination of lessons learned and good practice across the organisation.
- Collaborating strategically with the Lived Experience Engagement Specialist, Data Insights & Reporting Lead and advocacy roles across the organisation to planning and executing well-evidenced advocacy and evidence generation aligned with organisational priorities.
- Facilitating and leading portfolio-level and organisation-wide data and learning workshops to identify effective practice, areas for improvement and evidence-informed recommendations for future work.
- Providing expert advice, capability-building and tailored support to teams to enable them to lead their own data, evidence, evaluation and learning activities across the organisation.
- Managing and/or collaborating with external providers on evaluations, including procurement, contract management, and performance oversight of consultants.

External submissions / projects

Success will look like:

- Managing and overseeing internal ethics processes for external research and evaluation requests, including assessing submissions, coordinating reviews and securing required approvals.
- Preparing and coordinating submissions to conferences and seminars, including providing expert input, quality assurance and alignment with organisational priorities.
- Collaborating with internal and external stakeholders to develop, review and finalise advocacy materials and policy documents as required, ensuring they are evidence-informed and fit for purpose.

Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct and Child Safe Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.



- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Extensive specialised knowledge related to the work area.
- Extensive knowledge of work practices and policies relevant to the work area.
- Extensive knowledge of statutory requirements relevant to the workplace.
- Extensive knowledge of their workplace function and operation.
- Extensive knowledge of administrative practices and procedures.
- Extensive knowledge of wider organisational structures and functions.

Organisational Relationships

Level of Supervision

The position is generally not supervised, unless undertaking specialised or complex responsibilities.

Level of Direction

Works under limited direction.

Availability of Assistance

Assistance available on complex or unusual matters.

Extent of Authority

Level of Management Responsibility

Nil - this is an independent role working in a specialist area, providing expert advice to others.

Involvement in the Development or Creation of Work Practices and Procedures

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Has significant delegated authority. Selection of methods and techniques based on sound judgment.

Monitoring of Work Outcomes

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

Provision of Assistance

This role may provide moderate assistance to lower classified employees.

Problem Solving

Solutions to problems may require the exercise of some judgment, with guidance generally being found in procedures, precedents and guidelines.

Key Selection Criteria

- Tertiary qualifications in a relevant discipline, with a sound understanding of the homelessness service system, including policy, funding and program contexts.
- Experience leading or contributing to the design and delivery of evaluations, service reviews, research or co-design projects within social service or community settings.
- Demonstrated capability in impact measurement approaches, including program logics, theories of change and evaluation frameworks.
- Advanced analytical capability using qualitative and quantitative methods, including mixed-methods analysis, and proficiency with tools such as Excel, Power BI, NVivo, SPSS and client information systems for reporting and visualisation.
- Experience conducting desktop research, including literature reviews and evidence synthesis, to inform evaluation design, advocacy or service improvement activities.
- Ability to synthesise complex data and evaluation findings into clear, actionable insights and recommendations that support service improvement, organisational learning, and reflect broader sector priorities.
- Demonstrated capability to establish and apply appropriate governance arrangements, manage risk, anticipate challenges and apply solution-focused approaches to deliver projects within agreed timeframes and resources.
- Proven ability to build effective working relationships and facilitate collaborative, trauma-informed approaches that support ethical engagement with people with lived experience.
- Experience working alongside peer-led or lived experience-informed co-design processes, and/or partnering with First Nations-led research, evaluation or governance initiatives, is desirable.
- Demonstrated commitment to equity, inclusion and culturally safe practice, including embedding these principles within evaluation, learning and improvement activities.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

