



MONITORING, EVALUATION, LEARNING AND IMPACT MANAGER

POSITION DESCRIPTION

Position Summary

Reporting to the General Manager Community Development, the Monitoring, Evaluation, Learning and Impact Manager is responsible for leading Community First Development's program support functions, including monitoring, evaluation and learning, impact reporting, systems and information management, strategic projects and volunteer program leadership. The role strengthens organisational effectiveness and community outcomes through evidence-based decision making, organisational learning, volunteer engagement and continuous improvement initiatives.

The Monitoring, Evaluation, Learning and Impact Manager leads the organisation's monitoring, evaluation and learning framework, ensuring data-driven insights inform strategy, service improvement and organisational learning and impact. The role is responsible for overseeing project databases and information systems, managing the collection, analysis and reporting of impact data, and leading the volunteer program to strengthen community engagement and program outcomes.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 27 of the Discrimination Act 1991 (ACT). The position is therefore only open to Aboriginal or Torres Strait Islander applicants.

Position Title	Monitoring, Evaluation, Learning and Impact Manager
Contract Type	Permanent
Work Status	1 FTE, 37.5 hours per week
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Level 7.1
Business Unit	Community Development
Reports To	General Manager Community Development
People Management	Systems and Information Coordinator Strategic Projects Coordinator Volunteer Coordinator(s)
Budget Management	Yes
Financial Delegation	Yes, refer to Delegation of Authority Policy

Who we are

Community First Development backs the aspirations of First Peoples through community-led solutions.



Our foundational values and core principles that guide our work are:

- First Peoples Ways
- Invitation Only
- Working at the Speed of Trust, and
- Future Generations.

Community First Development is a First Nations' led community development and research organisation that creates positive change in and with First Nations' communities. We undertake social and economic development, and research projects in partnership with First Nations' communities, businesses and people. Communities have control; they name the priorities and choose the design, assets, capabilities and approach to achieve their vision. We provide tailored support through community partners, skilled staff, trained volunteers, supporters and service providers.

Community First Development is committed to fostering an inclusive, diverse, and equitable workplace. We aim to be an employer of choice for and encourage applications from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, people from culturally and racially marginalised backgrounds, people with disabilities, members of the LGBTQIA+ community, and people of all ages, genders, and life experiences. Join us in building a workplace where everyone feels valued and empowered to contribute.

Community First Development supports team members to achieve a healthy work-life balance by offering flexible working arrangements.

Key Responsibilities

- Lead the development, implementation and continuous improvement of Community First Development's monitoring, evaluation and learning framework to strengthen accountability, organisational learning and demonstration of impact.
- Lead monitoring, evaluation and learning activities that support evidence-based decision making and continuous improvement across the organisation.
- Oversee organisational reporting processes, ensuring the quality, integrity and effective use of data and information systems.
- Lead the coordination and quality assurance of reporting, performance, impact reporting and contribute to Board reporting.
- Support the implementation and continuous improvement of organisational systems, databases and technology solutions.
- Lead the collection, analysis and reporting of organisational impact data to provide meaningful insights and support strategic decision-making.
- Lead the strategic development of performance monitoring and continuous improvement of the volunteer program, including volunteer recruitment, engagement, retention and development.
- Provide leadership, supervision, coaching and performance management to the Systems and Information Coordinator, Strategic Projects Coordinator and Volunteer Coordinators.
- Develop work plans, priorities and performance outcomes for program support functions ensuring alignment with organisational objectives.

- Lead and support the delivery of program support functions including organisational reporting, information systems, volunteer engagement and impact measurement.
- Provide analysis, reporting and strategic advice to the General Manager Community Development and contribute to organisational planning, performance monitoring and continuous improvement initiatives.
- Build productive relationships across the organisation to support collaboration, innovation and organisational effectiveness.

Qualifications and Experience

- At least 5 years' experience, including demonstrated leadership responsibility, operating in program support, organisational development, impact measurement, monitoring and evaluation, information management or a similar role.
- Demonstrated experience in monitoring, evaluation and learning (MEL), impact measurement, organisational reporting and continuous improvement within a community development, not-for-profit or similar environment.
- Demonstrated experience leading and developing staff and managing organisational projects and priorities.
- Experience developing or implementing monitoring, evaluation and learning frameworks, outcomes measurement approaches, or impact reporting systems.
- Preferably hold a tertiary qualification in evaluation, community development, social sciences, business management, information management or equivalent workplace experience.
- Proven ability to build strong relationships with staff, management and stakeholders.

Core Competencies

- Ability to work respectfully, effectively and collaboratively with First Nations peoples and non-Indigenous people, understanding cultural protocols and expectations.
- Demonstrated ability to lead organisational improvements and change initiatives, influencing outcomes across teams and stakeholders to strengthen organisational performance, systems and impact.
- Demonstrated leadership and people management capability, including the ability to motivate, coach, develop and support staff to achieve individual and organisational goals.
- Strong analytical and critical thinking skills, with the ability to interpret information, identify trends and generate insights that inform organisational improvement.
- Strong understanding of monitoring, evaluation and learning methodologies, including outcomes measurement, impact reporting, data analysis and the application of evidence to improve organisational performance and decision-making.
- High level written and verbal communication skills, including the ability to prepare reports, briefings, presentations and organisational communications for a variety of audiences.
- Strong stakeholder engagement and relationship management skills, with the ability to work collaboratively across teams and with external partners, volunteers and community stakeholders.
- Demonstrated ability to lead organisational improvement initiatives, influence change and implement practical solutions that strengthen systems, processes and organisational impact.



- Strong information management, data governance and digital capability, including experience managing databases, reporting systems, dashboards, and technology solutions to support performance and impact measurement.
- Ability to balance strategic thinking with operational delivery, translating organisational priorities into practical actions and measurable outcomes.
- Emotional intelligence demonstrated by strong communication, negotiation and conflict-resolution skills and a capacity to forge and maintain productive relations with a diverse range of people with different interests

Key Result Areas	Duties that will form part of your KRAs but not limited to
Monitoring, Evaluation, Learning and Impact	• Lead organisational reporting, impact measurement and performance reporting activities to support organisational learning and strategic decision-making. • Coordinate monitoring, evaluation and learning processes across the organisation. • Analyse organisational data and trends to provide recommendations that inform planning, service improvement and strategic decision-making. • Support development of reports, dashboards, case studies and impact communications. • Promote evidence-based decision-making and organisational learning.
Systems, Information and Program Support	• Oversee organisational information systems and databases to support operational effectiveness. • Ensure data integrity, quality assurance and reporting standards are maintained across organisational systems and databases. • Support implementation of technology improvements and system enhancements. • Monitor system utilisation and identify opportunities for improvement.
Volunteer Program Leadership	• Lead the strategic development and continuous improvement of Community First Development's volunteer program. • Monitor volunteer program outcomes, participation, retention and contribution to organisational and community development objectives. • Use volunteer program data and feedback to inform planning, organisational learning and program improvements.



	• Monitor volunteer recruitment, engagement and retention activities. • Support the development of volunteer systems, processes and reporting. • Promote positive volunteer experiences and build effective relationships with volunteers and key stakeholders.
Leadership and Continuous Improvement	• Lead and develop direct reports through supervision, coaching and performance management. • Foster a collaborative, accountable and culturally responsive team culture. • Drive continuous improvement initiatives that strengthen organisational capability and efficiency. • Support implementation of Community First Development values, policies and practices. • Develop and oversee workplans, priorities and performances outcomes for program support functions, ensuring alignment with organisational objectives. • Provide analysis, reporting and recommendations to the Executive team to support organisational planning, performance monitoring and continuous improvement.
Teamwork	• Build strong relationships with staff and collaborate with them to contribute to organisational efficiency, growth and innovation, • Provide effective leadership, supervision and support to direct reports. • Establish performance objectives and support staff development. • Foster a collaborative, culturally safe and high-performing team culture. • Contribute to organisational leadership and strategic priorities
Compliance	• Adhere to workplace policies and procedures including human resources and workplace health and safety standards. • Ensure appropriate governance, privacy and information management practices are maintained across organisational systems, reporting and volunteer functions.

- Promote compliance, accountability and risk management across program support functions.

Employment Requirements

We take seriously our responsibility and duty to ensure that we, as an organisation, and anyone who represents us, does not in any way harm, abuse or commit any other act of violence against children, young people or other vulnerable persons. Everyone who works with, and engages with our organisation, has a responsibility to ensure the wellbeing of all vulnerable people are protected.

- Working with Children check and/or Working with Vulnerable People check for any jurisdiction within which you work
- AFP Criminal History check

Community First Development is committed to ensuring the safety of our people and fostering a working environment that meets the obligation to our team members to create a safe workplace free from discrimination and harassment through ongoing positive duty initiatives. As such, team members are expected to comply with all organisational policies and procedures.

Team members may be required to: work outside of the standard core hours; carry out domestic travel and/or represent the organisation at external events and forums.

Community First Development encourages team members to take reasonable steps to protect their health and wellbeing, including considering recommended vaccinations in line with current public health advice and organisational policy.

Work Health and Safety Obligations

- Actively contribute to a safe and healthy workplace.
- Follow safety instructions and work procedures.
- Take reasonable care to ensure your own safety and health and that of others
- Report any injury, hazard or illness immediately, where practical to your supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.
- Co-operate with management in its fulfilment of its legislative obligations.

Further information on your obligations can be found in CFD's WHS policy.

Authorisation

We have reviewed this Position Description and are satisfied that it accurately describes the requirements of the position holder:

Reviewed by:

Deputy Chief Executive Officer

Renee Cremer



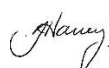
Signature

Date: 17 JUL 2026

Approved by:

Chief Executive Officer

Stephanie Harvey



Signature

Date: 17 JUL 2026

Acknowledgement of the position holder



I have read the document and agree to undertake the duties and responsibilities as listed above. I acknowledge that:

- This position description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me with consultation. Where additional training or support is required to fulfill additional or other duties of a similar level of responsibility, it will be provided.
- This position description will be reviewed in consultation with me, most likely this will occur when performance objectives are planned periodically.
- KRA's will be set by Community First Development after discussion with me and my performance will be reviewed against those KRA's.

Name:

Signature:

Date: xx MMM YYYY