

<b>Position title:</b>	Evaluation and Quality Lead
<b>Dept. / Team:</b>	Prevention and Health Promotion
<b>Reports to:</b>	Head of Prevention and Health Promotion
<b>Position Number:</b>	6024
<b>Classification:</b>	Above Award
<b>Award or Agreement Name:</b>	Not Applicable
<b>Delegation:</b>	Not Applicable

## A. Position purpose

The Evaluation and Quality Lead plays a key role in the design and implementation of the *Life!* program Monitoring and Evaluation Plan, including reporting on participant outcome measures. This position provides support in driving continuous improvement of the program, as well as developing a knowledge base around the 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 and Quality Lead is responsible for coordinating the collection of qualitative and quantitative data from both primary and secondary sources for large- and small-scale projects. The position is also required to analyse data, conduct literature searches, and prepare written reports and journal articles at an advanced level. The Evaluation and Quality Lead is responsible for building the capacity of team members to undertake their own evaluation and quality assurance activities. The ability to liaise with program stakeholders across all levels of responsibility is important.

## B. 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 type 2 diabetes prevention program in Australia. Diabetes Victoria manages the program, funded by the Victorian Government. The *Life!* program reduces participants risk of developing type 2 diabetes and cardiovascular disease (CVD) by providing a group-based intervention (*Life!* course), individual *Life!* Telephone Health Coaching (THC) sessions, Culturally and Linguistically Diverse (CALD) *Life!* program and the Aboriginal *Life!* Program (Road to Good Health course).

## C. 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, design and implement the <i>Life!</i> program's monitoring and evaluation framework.</li> <li>Ensure alignment of current program outcomes with the Victorian public health and wellbeing outcomes framework</li> <li>Lead the design, implementation and</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> <li>Maintain version control of evaluation documentation and evaluation information in related</li> </ul>

	<p>reporting of monitoring and evaluation activities to the <i>Life!</i> program.</p> <ul style="list-style-type: none"> <li>• Actively assess current evaluation processes for any required amendments or development of new tools, approaches, and delivery for all program types.</li> <li>• Consult with Head of Prevention and Health Promotion, and Department of Health (DH) on the methodology, process and timelines for the development of the annual evaluation report to ensure completion within agreed timelines.</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 DH.</li> <li>• Lead the preparation and distribution of facilitator/health coach and provider surveys.</li> </ul>	<p>program resources and ensure the most relevant information regarding program evaluation is included and disseminated to all relevant stakeholders</p> <ul style="list-style-type: none"> <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.</li> <li>• Contribute to improved quality and rigour of program monitoring and evaluation by providing advice and support to all program areas.</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>• Provide data reports and advice to the Strategy and Engagement Lead and Head of Prevention and Health Promotion with regard to monitoring implementation of initiatives and referral pathway opportunities.</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.</li> <li>• Actively contribute to and monitor the effectiveness of the ongoing development of <i>Life! Online</i> to support increased program contact time, engagement and retention.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that recommendations from program evaluation activities are communicated in a timely manner to inform program development and continuous improvement.</li> <li>• Provide support to the planning and implementation of the professional development activities for <i>Life!</i> program facilitators and health coaches.</li> <li>• Actively participate in working groups/committees as required.</li> </ul>
<b>3. Reporting and publications</b>	<ul style="list-style-type: none"> <li>• Drive internal knowledge regarding current research in prevention and</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly and 6 monthly reporting is provided in a timely manner.</li> </ul>

	<p>lifestyle chronic disease and link this to develop best evidence-based practices.</p> <ul style="list-style-type: none"> <li>• Lead the collection, review and submission of data by team members for relevant reports, such as monthly reports, 6-month progress report, annual evaluation reports, board reports and other program updates.</li> <li>• Provide feedback, where required, on monthly and quarterly data reports.</li> <li>• Disseminate evaluation findings and data analysis in easy to access formats.</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 and publications are very high quality with minimal errors and accurate data analysis.</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>• Represent the <i>Life!</i> program at various committees and meetings.</li> <li>• Provide support, coaching and training to Prevention and Health Promotion team members to build individual's capacity to lead their own evaluation activities.</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. Data management and Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Develop data collection process and strategy with recommendations for improvements</li> <li>• Ensure relevance of Salesforce based facilitator and provider reports and update as appropriate.</li> <li>• Contribute to annual provider accreditation.</li> <li>• Coordinate implementation, monitoring and updating of quality assurance framework</li> <li>• Liaise with relevant team members to ensure data collection processes and data</li> </ul>	<ul style="list-style-type: none"> <li>• Data collection processes and strategy documented, and action plan implemented accordingly, and within agreed timelines.</li> <li>• Facilitator and provider feedback reports are up to date and relevant with appropriately benchmarked outcomes.</li> <li>• Completion of a quality assurance process to ensure all database business rules are implemented according to eligibility criteria and program outcomes</li> </ul>

	<p>integrity is maintained to a satisfactory standard.</p> <ul style="list-style-type: none"> <li>• Liaise with relevant workforce members to ensure data collection processes and data integrity is maintained to a satisfactory standard.</li> <li>• Lead processes to up-date current evaluation of all stakeholder satisfaction and embed collated feedback across all systems to improve program procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly reporting of collated feedback is completed to provide insight into assurance processes</li> <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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## D. 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>

## E. Position requirements

The essential skills, knowledge and experience required of this position

Skills
1. Microsoft Office including Word, Excel and PowerPoint, EndNote, SPSS (advanced), NVivo, 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

## F. 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>

## G. Key relationships/interactions

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

	Who	Why (Reason for relationship)
INTERNAL	Head of Prevention and Health Promotion r	Receive direction from and assist in the strategic development of the program to ensure best practice and effectiveness.
	Salesforce/CRM Project Manager	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.
	Prevention and Health Promotion team	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.
EXTERNAL	Key researchers and evaluation teams	Work collaboratively with researchers involved in prevention and health projects. Explore with relevant stakeholders the development and coordination of appropriate networks.
	Program providers and facilitators	Develop communications to ensure program knowledge translation regularly occurs to cover key program achievements, updates on recent research articles and policy documents.
	Management and Committees	Present to and prepare reports for management and relevant program committees and working groups.

#### H. SIGNATORY

Last updated: January 2023

Approved By: Head of Prevention and Health Promotion

Name: Kristie Cocotis

Signature:



Date: 20/01/2023

Position holder acceptance: Name:

Signature:

Date:

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