



headspace[®]

National Youth Mental Health Foundation

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headspace.org.au

Position Description

Senior Evaluation Officer

Location: headspace National Office

Department: Research and Evaluation

Salary range: HS6

Employment Type: Full-time – 6 month contract

Approved By: Debra Rickwood

Date Approved: December 2018

Agreed By: _____

Date Agreed: _____

1 HEADSPACE PURPOSE

To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

2 HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

3 POSITION SUMMARY

The primary purpose of this position is to support the headspace Research and Evaluation Division by undertaking an evaluation of a new approach to expanding the reach of headspace services in regional and rural areas across Victoria, NSW and Tasmania.

While there are now over 110 headspace centres and service locations across Australia, there are still many young people who have difficulty attending a headspace Centre because of distance or travel time. In order to ensure headspace is accessible for all young people who need mental health support across Australia, the Department of Health and respective PHN's have funded and commissioned the establishment of a number of headspace satellite and outpost services, particularly in regional and rural locations.

The Senior Evaluation Officer will be responsible for conducting a process and outcome evaluation of the headspace satellite and outpost services and making recommendations about the future development and implementation of these service delivery approaches.

4 POSITION CONTEXT

The position will reside in the Division of Research and Evaluation and be directly accountable to the Evaluation Manager. The Research and Evaluation Division conducts, facilitates and translates research and evaluation that informs **headspace** services and initiatives, to ensure they are underpinned by the best available evidence and that the **headspace** network is used to advance knowledge in the field.

This position requires a motivated person with extensive evaluation expertise, ideally in a health or mental health setting. The incumbent will have a broad range of experience undertaking qualitative and quantitative data collection and analysis; highly developed conceptual and analytical capabilities; exceptional written communication skills, including the ability to produce high quality evaluation reports with minimal supervision; and excellent interpersonal abilities and be able to operate effectively at a national level with a range of individuals and organisations.

The role will also work collaboratively with staff from the Centre Services Team to ensure the final report can effectively inform the development of a satellite and outpost model and support the continuous quality improvement of existing services and guide the implementation of additional services.

5 KEY RESPONSIBILITIES/OUTCOMES

The Senior Evaluation Officer will:

- Further develop and implement the evaluation framework for the Satellite and Outpost model through consultation with relevant stakeholders.
- Identify appropriate data collection methods to effectively respond to the key evaluation questions, which may include: in person, phone or online interviews; questionnaires; focus groups; document and financial data analysis, and standardised quantitative demographic and service data.
- Seek ethical approval for all relevant data collection methods.
- Undertake qualitative and quantitative data collection across the satellite and outpost services, and the centre service hubs located in regional and rural NSW, Victoria and Tasmania.
- Analyse all qualitative and quantitative data collected through the evaluation and develop a final report that meets stakeholder requirements, answers the key evaluation questions, and provides recommendations about the future development of these service delivery approaches.
- Present the findings of the evaluation to key internal audiences, including headspace Executive, and external audiences, where required.

- Any other duties consistent with the position where required by the Manager of Evaluation

The key outcome for this position is:

- To effectively lead the evaluation of the satellite and outpost services to determine their effectiveness in expanding the reach of headspace services by reducing barriers and increasing access to mental health care for young people in rural and remote locations

6 SELECTION CRITERIA

The following criteria must be met for consideration for this position:

6.1 Essential

- Post graduate degree level qualifications in social or behavioural sciences, evaluation, health sciences or other relevant discipline with a strong evaluation component.
- High level expertise and experience in the development and implementation of evaluation processes within a health, mental health, or community care setting.
- High level qualitative and quantitative research and data analysis skills and demonstrated understanding of research ethics.
- Capacity to problem solve and negotiate successful outcomes in potentially challenging circumstances.
- Excellent written and verbal communication skills, including experience developing evaluation reports and the ability to present information to diverse audiences.
- Advanced skills using data analysis and reporting software, preferably NVivo and SPSS (or STATA).
- Ability to work independently with limited supervision to produce timely and high-quality reports.

6.2 Desirable

- Knowledge and understanding of the policy context for early intervention and youth mental health, including its impact on service system reform.
- Demonstrated capacity to work in a multi-disciplinary health context with a wide range of stakeholders.

7 POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times.