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Role description

Role Title	Monitoring and Evaluation Officer
Team	Strategy, Marketing and Evaluation
Location	Slacks Creek
Classification Level	5
Reports to	Evaluation, Implementation and Innovation Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Monitoring and Evaluation Officer will use their research and evaluation skills to demonstrate impact, support organisational learning, and inform service development. This role is responsible for outcomes measurement in accordance with YFS' Monitoring, Evaluation and Learning (MEL) Framework.

Key accountabilities

Service delivery

- contribute to the evidence-base of YFS' work through research and evaluation activities
- monitor program performance, data quality and key service trends
- Support the analysis, interpretation, visualisation and reporting on data to demonstrate impact
- work collaboratively with service delivery teams to support data collection and continuous improvement
- support organisational learning, service development, advocacy and communications through the provision of data and insights
- improve data collection and reporting tools, systems and process.

External relationships

- Build and foster collaborative relationships with other agencies and stakeholders to share information and promote sector learning.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve data collection and reporting. Identify and respond to changing needs of service delivery teams and managers.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Understanding of diverse qualitative and quantitative research methodologies and evaluation approaches, including tool such as program logics and theory of change.
- Demonstrated experience in monitoring, analysing, interpreting and reporting on data, including the use of tools such as client databases, Excel, and Power BI.
- Effective communication skills to visualise data in a way that tells a story about YFS' work and impact
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.