



Where mental wellbeing thrives

Position Description Outcomes and Improvement Manager

“Where mental wellbeing thrives”

Position Details

Position Title:	Outcomes and Improvement Manager
Employment Type:	Closed-term for 12 months
Hours of Work:	38 hours per week

Position Summary

The Outcomes and Improvement Manager leads Flourish Australia’s monitoring and evaluation (outcomes and improvement) program. This includes implementing the Outcome and Improvement Framework, establishing a team internally to support the program, continuously reviewing the approach to implement the framework and ensuring data collection and insights are well communicated to staff and people we support, as well as communication materials for funders.

The Outcomes and Improvement Manager, in consultation with Senior Leadership Team, will lead the implementation plan for the outcomes and improvement framework. This will include identifying timeline for implementation, prioritising indicators and data collection, as well as ethics, privacy and consent issues, piloting the new framework in a program, test and refine the surveys and data collection based on the learnings from the pilot, and develop a set of reports/dashboards for various groups (staff, Board, Senior Leadership Team, people we support, funders and the general community).

The position will be responsible for communicating and building capacity across the organisation to better understand monitoring and evaluation, and how to gather and use data to highlight performance and outcomes. This role will develop a service evaluation plan which aligns with the framework and the Flourish Australia strategic plan, and use this plan in the evaluation of services within an agreement period.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting people to thrive and live a contributing life.

Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

Purpose

Our purpose is supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

Relationships and Authority

Reports to:	Chief Operating Officer
Direct reports:	nil

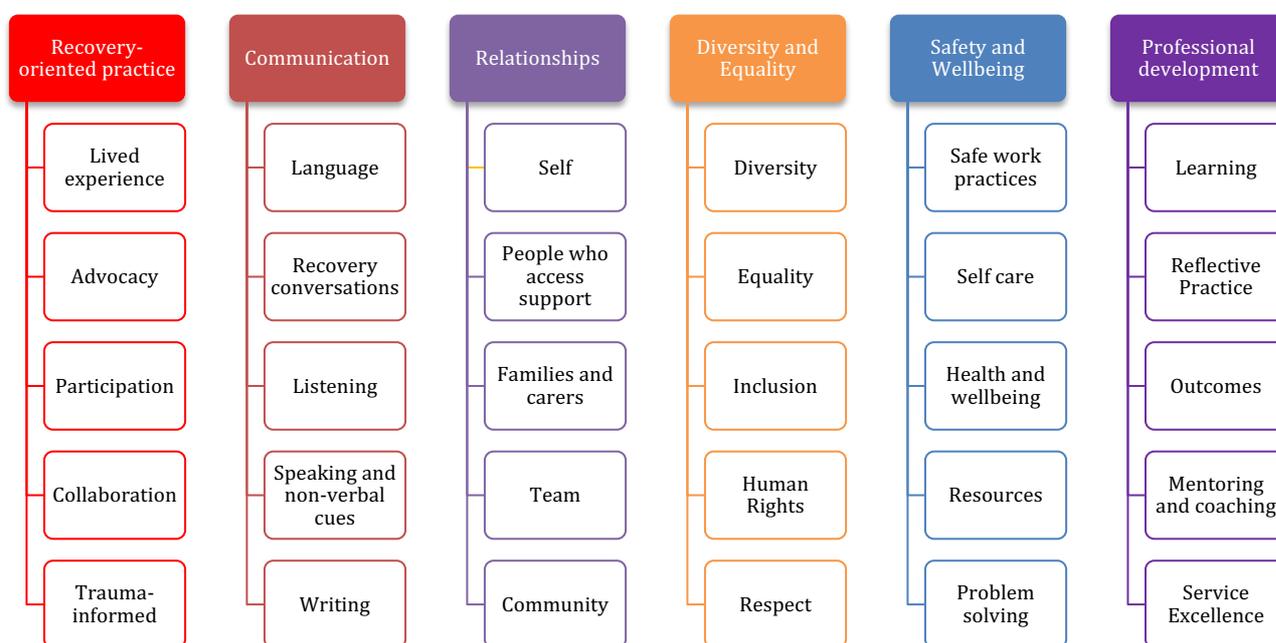
Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.

- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Complete all mandatory training.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia’s Capability Framework (below).



Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Occasionally	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills	Frequent	Essentially, fine motor skills are required to perform activities of

<ul style="list-style-type: none"> • Hand/arm • Foot/leg 		driving, operating computers and other IT equipment, general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Rarely	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Rarely	e.g., episodic or grief situations
Working with people who may have experienced trauma	Occasionally	e.g., child abuse, history of violence
Exposure to distressing situations	Rarely	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Lead the implementation of the outcomes and improvement framework across the organisation
- Develop and lead the pilot project and ensure all learnings are incorporated into organisational systems and processes
- Finalise an outcomes and improvement framework implementation plan, identifying the resources required to complete the implementation of the framework, and how any risks will be managed or mitigated
- Co-develop and maintain service evaluation plan in accordance with the framework and the Flourish Australia strategic plan to ensure the organisation can demonstrate the impact and value of what Flourish Australia does
- Promote the outcomes and improvement framework across the organisation and build the capacity of managers and teams to better understand data collection and outcomes reporting
- Facilitate engagement with people accessing supports to ensure the framework provides meaningful feedback to them about their recovery, and to support co-design and co-evaluation
- Supports original research and collaborations with other organisations and researchers so that Flourish Australia contributes to the evidence base, can advocate for what works for people with lived experience, and raises its profile nationally and Internationally
- Write, edit, and provide reports and presentations for a wide range of audiences including the Board, SLT, service delivery teams, Funders and donors
- Lead a culture of continuous learning and support data being used for decision making and in the continuous improvement of services.

Required Skills and Personal Attributes

- Work independently and demonstrate leadership and initiative.
- Model and actively promote a culture that is outcomes focussed and committed to evidence-based policy, data collection, data governance, and decision making.
- Apply advanced monitoring and evaluation skills developed in a health or human services environment.
- Have an understanding of reporting and developing reports for various audiences (staff, Board, funders, people accessing supports, donors).
- Demonstrate perseverance in achieving objectives and cope effectively with setbacks and problems.
- Take responsibility for actions and proactively implements work plan and addresses issues.
- Have highly developed interpersonal skills and the ability to influence a large range of stakeholders.
- Demonstrate an ability to manage diverse workload and meet competing deadlines.
- Work within a team environment and help others within the team to achieve team objectives.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential:

1. A Doctoral or Masters degree, or equivalent, in health, behavioural sciences or social policy.
2. Extensive experience in using monitoring and evaluation frameworks, including their successful implementation
3. Demonstrated experience in analysing quantitative and qualitative data, and co-design/co-evaluation processes, including human research ethics
4. Demonstrated experience in embedding outcome focussed reporting in organisations and teams
5. Demonstrated experience of working in monitoring or evaluation teams and the ability to develop and manage people within those teams
6. Demonstrated experience in using outcomes data to improve services.

Desirable:

1. A carer role or having a personal lived experience will of a mental health issue
2. A current driver’s license.

All appointments are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g., Working with Disabilities check in QLD).

Agreement

I, _____, have read and understand my obligations as an Outcomes and Improvement Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Outcomes and Improvement Manager

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team