Position Description

Position title:	**Evaluation Manager**
Department:	**Strategy and System Improvement**
Classification:	Administrative Officer Grade 7
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Reporting to:	Director, Strategy, Planning and Performance

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About the department/unit

The Strategy and System Improvement team is responsible for the development, implementation and evaluation of the Women's Strategic Plan (including refreshing for 2026-2030), the organisational Annual Business Plan, and the Strategic Service Plan 2035. The team develops these strategies and plans through consultation with our clinical and operational leaders and staff, consumer and volunteers, with our Executive and Board. We report on these various strategies and plans to demonstrate progress toward our vision and purpose including any recommendations set out by these documents.

The team also includes a number of in-house Project Managers who work to support the planning and implementation of significant organisational projects linked to our Strategy and priorities in our Annual Business Plan; these can include service model redesign projects and operational improvement projects.

The team sits within the Clinical Excellence & Systems Improvement Directorate, alongside the Quality and Safety team, and the Women's Capital Development Program team.

Position purpose

The Evaluation Manager is responsible for establishing and embedding a contemporary, organisation-wide approach to evaluation across the Women's. Reporting to the Director, Strategy, Planning and Performance, the role will lead the development of frameworks, methodologies, tools and capability-building initiatives that support robust evaluation of strategic, clinical, operational and improvement initiatives.

The role will partner with executive, clinical and operational leaders to design and deliver evaluations that demonstrate outcomes, benefits realisation, value for money and organisational impact. The position will provide expertise in qualitative, quantitative and mixed-methods evaluation, including economic evaluation, to support evidence-informed decision making and investment prioritisation.

As a fixed-term role, a key focus will be establishing sustainable evaluation capability across the organisation through the development of evaluation frameworks, guidelines, templates, training resources and governance processes that remain embedded and actively utilised beyond the life of the position.

Key responsibilities

Duties will include, but are not limited to, the following:

- Develop and implement an organisation-wide Evaluation procedure, including methodologies, standards, governance arrangements and reporting requirements for evaluation activities, aligned with the Strategic Performance Framework and Business case processes.
- Establish practical evaluation tools and resources, including templates, guidance materials, logic models, outcomes frameworks and benefits realisation approaches.
- Lead the design and support delivery of evaluations for significant strategic, operational, clinical and service improvement initiatives aligned to organisational priorities, including working with project teams and organisational leaders to define outcomes, establish performance measures and monitor benefits realisation.
- Design evaluation methodologies using qualitative, quantitative and mixed-methods approaches appropriate to the scale and complexity of the initiative.
- Work with relevant internal partners to facilitate data collection, analysis and interpretation using clinical, operational, consumer experience, workforce and financial data sources to measure outcomes and impact.

- Lead or support economic evaluations including cost-effectiveness, cost-benefit and value-for-money assessments to inform service planning and investment decisions.
- Support the delivery of high-quality reports, dashboards, presentations and executive briefings that communicate evaluation findings, recommendations and strategic implications.
- Build organisational evaluation capability through training, coaching, facilitation and direct support to clinical and non-clinical teams.
- Facilitate workshops and stakeholder engagement activities to support co-design of evaluation plans and interpretation of findings.
- Support business owners to prepare reports, discussion papers, funding submissions and business cases that incorporate evaluation findings and evidence of impact.
- Support executive and Board reporting through the provision of evidence regarding strategic outcomes, benefits realisation and organisational performance.
- Represent the Women's in external forums, networks and partnerships relating to evaluation, health services improvement and value-based healthcare.
- Contribute to continuous improvement across the Strategy and System Improvement team and broader organisation.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Tertiary qualification in Public Health, Health Services Research, Epidemiology, Health Economics, Health Management, Evaluation, Social Sciences or a related discipline.
- Demonstrated expertise in program evaluation, implementation science, quality improvement, health services research or a related field.
- Knowledge of evaluation methodologies including qualitative, quantitative and mixed-methods approaches.
- Understanding of economic evaluation methodologies and their application within healthcare settings.
- Experience developing frameworks, methodologies, guidelines, policies and organisational capability resources.
- Demonstrated ability to translate complex evidence into practical recommendations for senior leaders and decision-makers.
- Excellent written and verbal communication skills, including preparation of executive reports, presentations and board papers.
- Proven ability to build productive relationships and influence outcomes without direct authority.
- Advanced proficiency using Microsoft Office applications, particularly Excel, PowerPoint and Word, together with experience using data visualisation and reporting tools.

Desirable:

- Postgraduate qualification in a relevant discipline highly regarded.
- Experience facilitating workshops and engaging stakeholders across a broad range of disciplines and seniority levels.
- Knowledge of Victorian public health service funding, policy and performance frameworks.

- Experience applying implementation science, benefits realisation or value-based healthcare methodologies.
- Experience in healthcare service redesign, system improvement or strategic planning environments.
- Knowledge of women's health, maternity, neonatal or specialist tertiary healthcare services.

Organisational relationships

Internal relationships

- Directors and Divisional Leaders
- Strategy, Planning and Performance Team
- Business Intelligence and Health Information System teams
- Finance business partners
- Project and Program Leads across the organisation

External relationships

- Universities and research organisations
- Health economists and evaluation specialists
- Consumer representative groups
- Relevant professional and sector networks.

Direct reports: 0
Indirect reports: 0
Budget responsibility: N/A

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	n/a
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Frequent
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Rare
Leg/foot movement to operate equipment	Rare
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare

– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	Rare
– Repetitive flexion and extension of hands wrists and arms	Rare
– Gripping, holding, twisting, clasping with fingers/hands	Rare
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	**Frequency**
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Rare
Psychosocial demands	**Frequency**
Observation skills – assessing/reviewing patients in/outpatients	n/a
Problem solving issues associated with clinical and non-clinical care	Prolonged / Constant
Working with distressed people and families	Prolonged / Constant
Dealing with aggressive and uncooperative people	n/a
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: November 2026

Developed by: Director, Strategy, Planning and Performance

Date of next review: (12 months from now)
