

# Social Impact Adviser

## Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach, and support.

Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

## Values



This role will be integral to the success of the Protection Visa Appeals Program at Circle Green Community Legal. The Social Impact Adviser will contribute to the Program's Outcome Measurement and Monitoring and Evaluative Framework by working closely with Circle Green's Data Analyst and Program Manager to proactively measure social impacts of the program.

Working across multiple data systems and processes, this role will support the Program Manager to produce accurate and timely reporting on client, organisational and justice system outcomes. In particular, the role will proactively consider ways to measure impacts of the service on case backlogs and case management efficiency within the Administrative Appeals Tribunal and Federal Court.

The Social Impact Adviser will also develop external reports for key stakeholders to effectively communicate outcomes and impact. The role will support decision making, data analysis and continuous improvement as well as provide expert advice on how to accurately measure the impacts of the service addressing complex needs such as - family violence, cultural and linguistic diversity, unaccompanied minors, character and security issues and others.

## Key relationships

- Reporting to the Program Manager, Humanitarian, Protection Visa and Appeals Program
- Supporting the Data Analyst.

- Working with Circle Green Principal Lawyers, lawyers, advocates, administration staff and central support
- Working with consultants and experts on data analysis and outcomes measurement and evaluation.

## **Key Responsibilities**

### Outcomes and Monitoring and Evaluation

- Contribute to the development of an Outcomes framework for the program and the design of key data capture tools.
- Carry out evaluative activities under the Outcomes framework.
- Contribute to client centred user design processes, including facilitating focus groups and lived experience platforms.
- Co-ordinate and organise data capture and recording processes in alignment with the program's Monitoring and Evaluation framework.
- Review existing data collection processes for continuous improvement.
- Design processes to measure and evaluate the program's ability to address complex needs, the benefit of addressing complex needs and difference this makes across the justice system.
- Design and implement approaches to measuring impacts of the service on case backlogs and case management efficiency within the Administrative Appeals Tribunal and Federal Court.
- Work with consultants and monitoring and evaluation experts to identify gaps in data collected and options for strengthening outcomes measurement.

### Data and Analytics

- Compile case studies to demonstrate the benefits of the program.
- Participate in data collection and recording processes, including engaging with clients to obtain data.
- Identify publicly available data to contextualise and deepen level of understanding of data captured by the program.
- Triangulate and synthesise different types of data (quantitative, qualitative and observational data) to identify trends, assumptions and conclusions that can be made.
- Prepare data visualisations, such as live dashboards, graphs and maps, to aid communication of data results.
- Contribute to the development of the data analysis methodology, advising on appropriate data comparisons and processes to ensure integrity in the evidence base.
- Work with the Data Analyst to generate appropriate data comparisons using case management software.
- Conduct regular discussion and reflection about data to inform decision making.

### Reporting

- Develop evidenced based impact assessment and other communications for external stakeholders to influence change.
- Contribute content to program reports.

## Team Responsibilities

- Implement Circle Green's policies and procedures and act in accordance with the organisation's mission and values.
- Participate in Circle Green's team meetings and planning and review activities.
- Carry out other duties, consistent with the role, as directed by the Manager

## Selection Criteria

### Credentials

- Bachelor's degree in relevant field OR demonstratable proficiency in key requirements below.
- Three years plus experience in a services-based industry in a similar role.
- A demonstrated commitment to human rights and social justice issues.

### Knowledge and skills

- Demonstrable high level monitoring and evaluation skills
- Data analysis and interpretive skills
- Excellent and persuasive written communication and interpersonal skills
- Systems thinker
- Ability to work with minimal supervision and be an effective team member

### Experience

- Extensive data analysis and interpretive experience in a service-based industry
- Using data to design and evaluate impact measurement tools
- Measuring and evaluating social impacts
- Hands on experience using data management systems and data analysis tools including Power BI
- Effectively engaging with diverse internal and external team members and stakeholders, and facilitating focus groups
- Developing targeted audience communications and presenting effectively