



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

Post title	Evidence and Impact Manager
Salary range	£33,640 – £39,576
Hours of work	Full time – 35 hours per week (some evening and weekend work is required). Hours can be worked flexibly.
Area	Influencing
Base location	Flexible – home based in the first instance due to Covid-19
Responsible to	Director of Influencing
Last update	June 2021

Purpose of the post

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect, and love for Care Experienced people in Scotland. At the heart of Who Cares? Scotland's work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden understanding and challenge the stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of The Promise and secure positive change.

This role will be responsible for strengthening how the organisation takes a human rights-based approach to data collection and how we use our extensive evidence base to help influence policy and practice for our Care Experienced membership. Additionally, the post holder will lead the evaluation of Who Cares? Scotland's activities in line with key organisational priorities, demonstrating impact and ensuring we continually learn from our work.

A background in impact evaluation or academic experience in a discipline involving social research skills is essential. Most importantly however, we are looking for someone who understands the importance of having a robust evidence base in helping to influence positive change and protect the rights of Care Experienced people.

Main duties and responsibilities

Data and Evidence

1. Develop the organisation's data collection methodology, ensuring it adopts a human rights-based approach.
2. Develop the organisation's ability to ensure anonymised micro-data can help develop accountability mechanisms ensuring the fulfilment of human rights for the WC?S Care Experienced membership.
3. Develop the organisation's ability to provide its Care Experienced membership with this data to ensure they are empowered to drive change and hold others to account.
4. Alongside the wider Influencing Directorate, ensure gaps in evidence are addressed through leading the delivery of, or commissioning external, research.
5. Ensure participation of the WC?S Care Experienced membership is considered throughout the data collection process e.g. through working groups or peer research models.
6. Lead the development of the WC?S database, including daily administration of the system and accessible training for staff.
7. Ensure that Who Cares? Scotland's data collection tools are user-friendly and robust.
8. Support appropriate data management across the organisation in line with GDPR.

Evaluation and Impact

9. Ensure the work of WC?S is underpinned by an effective monitoring and evaluation framework which evidences organisational impact.
10. Ensure the reflections and needs of the WC?S Care Experienced membership are sought in a supportive, accessible, transparent way and that this learning helps drive the organisation's learning.
11. Support the leadership team in the design of robust outcome indicators, monitoring and data frameworks and ensure associated methods are embedded across the organisation in a supportive way.
12. Ensure Who Cares? Scotland's outcome measurement tools are fit for purpose, user-friendly and lean on up-to-date evaluation, data collection and data analysis techniques and approaches.
13. Ensure that impact data is shared internally and externally in accessible formats to help determine strategic direction, funding needs or areas for organisational change.

14. Quality assure all Who Cares? Scotland's work on evaluation and reporting and gain recognition for the quality of Who Cares? Scotland's work through formal accreditation such as EFQM.

Other Responsibilities

15. To lead and manage a staff team delivering on our evidence and impact work.

16. Undertake any other responsibilities commensurate with the post as agreed with the line manager.

Communication

The post holder will have key contacts with:

- Care Experienced members
- Board of Directors
- Corporate Parents
- Public Bodies
- Academics
- Who Cares? Scotland colleagues
- Scottish Government
- Appropriate funding bodies.

Working environment

The location of the postholder is flexible. Evening and weekend work, including occasional overnight stays, may be required.

The postholder will be based mainly from home in the first instance due to the restrictions in place for Covid-19.

Attitudes and values

Commitment to:

- Child and human rights.
- Working inclusively with an understanding of equal opportunities practices.
- Belief that people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people of all ages, empowering them to make decisions about their own lives.
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for Care Experienced people.

Essential knowledge, skills and experience

Qualifications:

- We are seeking an individual who can analyse, scrutinise, interpret and present complicated and sometimes contradictory information to a wide range of audiences. It is likely that you will have acquired this skillset through studying to degree level, or through extensive experience of applying this in a work environment.
- Demonstrable continuing professional development in relevant areas.

Knowledge:

- Proficiency in MS Office
- CRM systems and organisational databases
- Social research methods including evidence synthesis, qualitative and quantitative research, and evaluation approaches.
- Numeracy, including an understanding of basic statistical analysis techniques.
- Participatory research methods.
- Current social policy, legislation and practice relating to Care Experienced people.
- The issues affecting Care Experienced people, including the impact of Covid-19.
- Human rights frameworks.
- The Promise.

Skills and competencies:

- Analysis and critical thinking skills.
- Ability to analyse both quantitative and qualitative data.
- Ability to develop effective, secure, and user-friendly electronic data collection tools, including the organisational database.
- Ability to determine the quality and availability of the organisational data sources.
- Ability to use qualitative analysis to provide context and perspective to quantitative findings.
- Ability to advise senior management and leadership team colleagues on a wide range of issues related to evaluation, planning and quality assurance strategies.
- Excellent interpersonal skills, including the ability to build and maintain strong relationships with a diverse range of people.
- Ability to communicate in clear, concise language to a variety of audiences.
- People and/or project management experience.
- Excellent oral, written and presentation skills.

Professional experience of:

- Developing and using evaluation methodologies.
- A track record in project-managing research and evaluation projects.

- Good experience of collecting and analysing qualitative and quantitative data.
- Experience in effectively communicating research and evaluation findings in accessible formats for a range of audiences.
- Data analysis and accessible presentation of findings.
- Use of analysis software such as NVivo or SPSS.

We particularly welcome applications from people with experience of the care system who meet the criteria for the post.