MENTAL HEALTH FIRST AID®
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POSITION DESCRIPTION

Research and Evaluation Coordinator

Role	Research and Evaluation Coordinator
Reporting to	Head of Research and Innovation
Direct Reports	Nil
Employment Fraction (FTE)	1 (Fixed Term – until 31 March 2027)
SCHADS Award Classification Level	Level 5
Location	Hybrid – working from home and at Mental Health First Aid International Head Office, Melbourne CBD.

1. Our organisation

Mental Health First Aid International (t/a MHFA Australia, MHFA International) is a global health promotion charity dedicated to the provision of evidence-based education programs that increase mental health literacy, reduce stigma, and help people develop the skills they need to encourage people to seek professional help.

MHFA courses teach members of the public how to provide initial help to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until appropriate professional help is received, or the crisis resolves.

We support a global movement across 49 countries of organisations dedicated to prevention and early intervention to reduce the impact of psychological distress and mental health problems in families, communities, educational settings, and workplaces.

We are grounded in high-quality research and evaluation and value lived experience.

We are purpose driven and focussed on impact.

We are committed to health equity and to supporting priority need populations.

We exist to change and save lives every day.

Acknowledgments

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MHFA International recognises Aboriginal and Torres Strait Islander Peoples as the Traditional Owners and Custodians of Australia. We acknowledge and pay respect to Aboriginal and Torres Strait Islander Peoples as the world's oldest living culture and embrace their continued connection to land, waters and community. We pay our deepest respect to all Aboriginal and Torres Strait Islander Elders past, present and emerging.

MHFA International acknowledges people with lived and living experience of mental health problems and suicidality, their loved ones and those who care and support them. With diverse identities, challenges and life experiences, we recognise that each journey is unique and invaluable.

At MHFA International we embrace our differences as we know that diversity helps us to innovate and make the biggest impact possible. As an organisation we welcome all people regardless of age, ethnicity, faith, disability, socio-economic background, sexual orientation and gender identity.

2. Function and Portfolio Overview

2.1 Function Overview

The Research and Evaluation Coordinator role sits within MHFA International's Programs, Quality, and Research Directorate.

The Directorate is responsible for the development and implementation of MHFA international's growth, engagement and communication strategies. It drives the Australian and international research program and develops and oversees curriculum content.

2.2 Team Overview

The Research Team generates the evidence base that underpins all MHFA programs and ensures ongoing evaluation of their impact. It leads the development of new knowledge, fosters global research partnerships, and ensures that lived experience and ethical practice guide every step of inquiry and innovation.

3. Team Overview

The Research team plays a critical role in ensuring MHFA iInternational's programs are grounded in evidence, continuously improved through data, and recognised as leading practice in global mental health education. Its core function is to generate, translate, and

apply research that supports program quality, credibility, and impact across all regions where MHFA is delivered. The team upholds rigorous ethical standards in all research activities, including benefit sharing and reciprocity with communities. Its function is:

Evidence Generation

- Designs and conducts independent and collaborative research studies to evaluate the effectiveness, outcomes, and reach of MHFA International's programs.
- Investigates program impact on mental health literacy, stigma reduction, confidence, and helping behaviours across diverse populations.
- Leads the development of new knowledge in mental health first aid and early intervention, including emerging priority area.

Program Development & Evaluation

- Supports the creation and refinement of MHFA International's courses by providing research evidence and evaluation insights to inform content and pedagogy.
- Establishes evaluation frameworks and tools to help internal teams and partners measure outcomes, fidelity, and quality.

Global Research Partnerships

- Works with academic institutions, governments, and health organisations around the world to conduct collaborative studies and longitudinal evaluations.
- Builds MHFA International's global research presence through co-authorship, international conferences, and multi-country impact assessments.

Knowledge Translation & Policy Influence

- Translates research findings into practical insights, policy recommendations, and public communications that enhance MHFA International's global reputation.
- Provides evidence to support MHFA International's advocacy for community-based mental health education as a key component of mental health system reform

4. Position Overview

Under the direction of the Research and Evaluation Manager, the Research and Evaluation Coordinator supports the portfolio to deliver an annual research and evaluation program of work that aligns with Mental Health First Aid International's strategic directions. The role

requires close and collaborative working relationships with all staff across Mental Health First Aid International and external stakeholders.

The role covers several areas, including but not limited to:

Research

- Conduct analysis and draft findings from various surveys and data collection activities across different collection points.
- Review and coordinate the progress of evaluation efforts, both quantitative and qualitative.
- Provide strong project management to enable the delivery of efficient quantitative data collection processes
- Coordinate and support the preparation of an ethics application required for any upcoming research project

Coordination

- Coordinate knowledge-translation activities and outputs, providing accessible insights and recommendations for non-expert audiences
- Develop and drive high quality evaluation reports and presentations
- Drive analysis, translation and communication of evaluation learnings and outputs for internal and external stakeholders
- Identify and utilise appropriate project planning methods
- Schedule related projects using appropriate tools, in support of efficient and effective project activities and milestones
- Undertake research and analysis to provide an evidence-base for the planning and development of new program design and learner experience evaluation, market and competitor analysis

Support

- Develop and maintain customer, instructor, and stakeholder relationships
- Write ethics applications
- Conduct systematic literature searches and reviews
- Develop and disseminate online surveys, interview guides or other assessment tools
- Recruit participants for research related and evaluation activities
- Data entry, data cleaning and data analysis
- Prepare data for reports, e.g., CEO, Board, funding bodies and government departments
- Assist with writing academic journal articles, reports and presentations

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Workflow

- Set priorities, plan and organise their own work
- Monitor incoming enquiries, ensuring timely responses
- Support internal and external stakeholders by providing consultation, subject matter expertise and research-related support to internal and external stakeholders
- Other duties as directed by their Manager

How the role is performed is just as important as what is included in the role. The role is guided by our values and behaviours and adheres to our Guiding Principles.

Our Principles

We live, demonstrate and ensure consistency with our principles of agility, collaboration, equity, integrity and respect.

Health and Safety

Actively contribute to health and safety at MHFA International by being aware of health and safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.

Quality Assurance Compliance

As part of your role with MHFA International you are required to actively support and uphold our commitment to quality as defined by our organisation's standards. Key responsibilities include:

1. Quality Compliance and Standards Adherence
    - Ensure all tasks are performed in alignment with established quality standards, protocols, and best practices specific to MHFA International.
    - Maintain compliance with regulatory requirements and internal quality procedures at all times.
2. Commitment to Continuous Improvement
    - Identify and report opportunities for quality enhancements, proactively participate in training programs, and seek out ways to elevate service and product standards.
3. Client-Centred Quality Assurance

- Engage in practices that prioritise client (both internal and external) satisfaction and consistently aim to exceed quality expectations, contributing to a positive experience for all.

4. Accountability and Ownership of Quality

- Take personal responsibility for the quality of work, actively seek guidance as needed, and address any issues that may impact quality outcomes in a timely manner.

5. Key Selection Criteria

Qualifications

1. Completion of a Higher Degree by research in a related field or equivalent significant experience in areas such as mental health, education or marketing research and/or evaluation

Essential skills and knowledge

1. Demonstrated knowledge of social and behavioural research areas including relevant methodologies
2. Demonstrated ability to coordinate and conduct literature review and collect data
3. Experience using software for statistical analysis such as Stata
4. Demonstrated ability to support research and evaluation partnerships, and to support working relationships with key stakeholders
5. Demonstrated ability to coordinate research or related projects to achieve project goals and meet agreed deadlines
6. A commitment to evidence-based practice in mental health
7. Excellent and demonstrated attention to detail, and accuracy with tasks
8. Excellent written and verbal communication skills, including the ability to communicate with a range of stakeholders
9. Demonstrated ability to work independently, show initiative, set priorities, monitor workflows and be adaptable
10. Demonstrated ability to work under pressure, work on multiple initiatives and be highly organised to deliver outcomes within expected timeframes
11. High level of general computer literacy, including Office 365,Mac OS, research software (e.g. Qualtrics) and project coordination platforms (e.g. Monday.com).
12. Willingness to travel as required to fulfil job requirements.

Desirable skills and knowledge

1. Ability to analyse and interpret health-related national survey data (e.g. ABS, AIHW).

2. Demonstrated experience and success in publishing research in peer-reviewed journals.

6. Employment Conditions

The below are conditions of employment for all roles.

- Demonstration of a non-stigmatising attitude towards mental illness.
- An understanding of, and an interest in, mental health issues. Familiarity with mental health terminology, and a willingness to complete a Mental Health First Aid course.
- A full unrestricted Australian work permit or visa.
- A National Police Check is required to be obtained upon appointment to the role and every three years thereafter.
- Working with Children's Check required.

ACKNOWLEDEGEMENT OF POSITION DESCRIPTION

This position description may be subject to change as the organisational policies, procedures and plans are reviewed and updated over time.

As the incumbent for this position, I have received a copy of the Position Description and have read and understood its contents and agree to work in accordance with the requirements of the position.

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I understand and accept that I must also comply with the policies, procedures, guidelines, and systems of Mental Health First Aid International.

Employee Name: _____

Employee Signature: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____

It is not the intention of the Position Description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned in this document may be altered in accordance with the changing requirements of the role.