

Jenny Riley, Principal Consultant

Overview of Expertise

Jenny has demonstrated success in winning and delivering large-scale measurement and evaluation projects. She is experienced in developing data management systems and data dashboard solutions for social change and has highly developed program design, monitoring and evaluation skills including qualitative and quantitative research methods.

Jenny is experienced in co-design, delivery and evaluation of collaborations working with complex and wicked social problems including poverty, homelessness, Aboriginal and Torres Strait Islander health and development, school to work transitions and school readiness in vulnerable communities. She is skilled and trained in a range of reporting and communication formats to engage and mobilise communities and stakeholders to improve practice. She is a sought after facilitator and trainer to improve knowledge and skills in the areas of design and evaluation, especially in cross-sector collaborations. Jen has excellent relationship management and interpersonal skills, having worked with individuals from a range of NGOs, corporations, charitable organisations and government agencies.

Qualifications & Training

- 2017 Human Centred Design, Acumen.
- 2014 Hardwood Public Innovators Lab, Harwood Institute.
- 2013 Leadership Bootcamp, United Way Worldwide.
- 2013 Results Based Accountability Masterclass, Mark Friedman.
- 2011 Theories of Change, Clear Horizon.
- 2011 Gender Analysis for Development Projects, Juliet Hunt.
- 2009 Aboriginal Cross Cultural Training, Koorie Heritage Trust.
- 2009 PRINCE2 Project Management Accredited Practitioner, Rational Management.
- 2007 Diploma in Government – Contract Management, Major Training Services.
- 2005 Masters in Development Studies, University of Melbourne.
- 2001 Bachelor of Arts (Sociology and Geography), Monash University.

Project Experience

Dashboard reporting

- Windana Drug and Alcohol Recovery: Developed a series of management and client dashboards that analyse and present survey results and supports staff clinical practice in real-time. (2017-19).

- Victorian Department of Health and Human Services, Outer East Region: Engaged to develop a data dashboard for the Out of Home Care program.
- Victorian Department of Health and Human Services Loddon Region: Engaged to develop a Shared Measurement Framework for the Loddon CYAP and data dashboard.

Evaluation, research and analysis

- Windana Drug and Alcohol Recovery: Analysis, synthesis, and reporting of client results, including innovating with reporting design & results visualisation (2018).
- Cohealth Family and Reproductive Rights Education Program: Analysis, synthesis, and reporting of monitoring and evaluation data (2018).
- Department of Prime Minister and Cabinet: Empowered Communities is a place-based initiative developed by leading Aboriginal leaders across Australia to radically redesign power and funding relationships between government and Aboriginal communities. I am engaged as part of a small team of adaptive leadership and developmental evaluation experts to build the capacity of 'backbone' organisations in eight Empowered Community regions across Australia.
- Victorian Department of Health and Human Services: Engaged in collaboration with another developmental evaluator under the mentorship of Mark Cabaj (a leading DE specialist based in Canada) to undertake a developmental evaluation of the Children and Youth Area Partnerships (CYAP).
- Department of Education and Training Victoria: Lead evaluator for the 3 year Linking Learning project in eight demonstration sites across metro, regional and rural Victoria.
- Murdoch Children's Research Institute: Responsible for MCRI's role in the revision of Best Start, a place-based approach to improving outcomes for 0-8 year olds in 30 sites across Victoria.
- Australian Environmental Grants Network: Developed a report and recommendations to engage philanthropists in Environmental programs.
- United Way Australia: Designed and wrote United Way Australia's first community impact report. Compiled and analysed data, case studies and learnings across 20 funded programs and coalitions across NSW, VIC and QLD. Presented the methodology and findings at launches in Sydney and Melbourne. (2012).
- Ten20 and Woodside Foundation: Undertook a thematic analysis of qualitative data collected through semi-structured interviews, developed key findings report and presented the thematic areas to stakeholders.

Design, Monitoring and Evaluation

- NSW Young Farmer Business Program: Development of the M&E Plan.
- Cohealth: Development of outcome measurement frameworks, including qualitative and quantitative data collection methods.
- CBM: Developed a Monitoring, Evaluation and Learning Framework in collaboration with staff members for the Community Engagement Program.
- St Vincent de Paul Society, NSW: Wrote Schedule 5.4 Approach to Monitoring and Evaluation for their \$22m tender for the fund. Included the design of the monitoring and evaluation approach, pay for success migration and the costing projections over the initial period of 3 years.
- United Way Australia: Reviewed, streamlined and built the organisations project design and reporting architecture including templates, process and guidelines. Provided training to staff and stakeholder on 'impact mapping' approaches to forecast, measure and report activities, outputs and outcomes.

Training and Facilitation

- Cohealth: Training and facilitation of program theories of change.
- CBM: Developed through a series of facilitated strategic planning workshops with 30 staff a cross agency community engagement strategy. Lead a training session on Theory of Change and Monitoring and Evaluation to 15 staff.
- Paul Ramsay Foundation: facilitated a workshop to develop the scope for a 5 year evaluation of a \$15m transition from school to work project, implemented by the Beacon Foundation, local schools and the co-funded by the Tasmanian Government's Department of Education.

Strategy development

- United Way Australia: In consultation with stakeholders developed an ambitious strategy focused on school readiness and transitions from school to work. Built on evidence and best practice, the strategy outlines a clear vision, key metrics and deliverables across Australia.
- Hope Street: Developed an organisation strategy and a targeted fundraising plan for implementation.
- World Vision: Developed a consortium Community Engagement Strategy for implementation 2011-2014.

- Opportunity International: Developed a three year Corporate Engagement Plan.
- United Way Australia: In consultation with stakeholders developed an ambitious strategy focused on school readiness

Collective Impact

- Give Where you Live: support with collective impact and shared measurement for Geelong based collective impact initiative.
- United Way Australia: Backbone support (facilitator, leader, data manager) to the 90 Homes for 90 Lives Project, Ready to Succeed Coalition, Redfern Waterloo Young Peoples Mental Health Collaboration, Macquarie Fields Youth Transitions Collaboration, North St Marys Early Literacy Collaboration. Leading multiple stakeholders across business, government, education, health and community organisations.
- Central Goldfields Shire: co-developed a shared measurement framework to measure the impact of 'Go Goldfields' a local collective impact initiative.

Positions held

Mar 2016–Oct 2018	Founder and Director, Navigating Outcomes.
Mar 2015–Feb 2016	Senior Consultant, Murdoch Children's Research Institute.
Jan 2012–Feb 2015	Head of Community Impact/National manager, United Way Australia.
Jul 2011–Jan 2012	Social Change Consultant, Freelance Consultant.
Jul 2010–Jul 2011	Senior Advisory Community Engagement, Plan International Australia.
Mar 2008–Jul 2010	Reporting Coordinator, Aboriginal Program, Oxfam Australia.

Memberships

Australasian Evaluation Society.