
Position title	Head of Program Quality & Evaluation
Reports to	Chief Executive Officer
Direct reports	None
Last updated	April 2026

The organisation

Interplast Australia & New Zealand (Interplast) was founded in 1983 and is a not-for-profit organisation which provides volunteer plastic and reconstructive surgery & rehabilitation services together with capacity building activities to developing communities in the Asia Pacific region. Interplast works to improve the lives of people living with disability as a result of congenital and acquired medical conditions, including cleft lip and palate and burn scar contractures.

Interplast works in close partnership with local hospitals, universities, governments and civil society organisations to strengthen health systems and build sustainable surgical and rehabilitation capacity. Interplast is a signatory to the Australian Council for International Development (ACFID) Code of Conduct and is an accredited non-government organisation with the Australian Department of Foreign Affairs and Trade (DFAT).

The position summary

The Head of Program Quality and Evaluation is a senior leadership role responsible for ensuring the quality, effectiveness, accountability and learning of Interplast's international development and health programs.

The role provides strategic leadership across monitoring, evaluation and learning (MEL), program quality assurance, accountability frameworks and evidence-based decision-making. It ensures that Interplast's programs are designed, implemented and reviewed in line with DFAT, ANCP and ACFID standards, and that learning is systematically captured and used to strengthen impact.

A critical component of the role is **coordination and leadership of Interplast's DFAT reaccreditation processes**, including preparation, evidence collation, internal coordination, engagement with external advisers, and organisational readiness for DFAT assessments.

The role works closely with the Chief Executive Officer, senior program staff, partners and Board committees to embed a strong culture of quality, learning and continuous improvement across the organisation.

The key responsibilities

This list is indicative and not exhaustive

Program quality and accountability leadership

- Provide strategic leadership on program quality, effectiveness and accountability across Interplast's full program portfolio
- Lead the design, implementation and continuous improvement of Interplast's Program Accountability Framework

- Ensure alignment between Interplast’s Ten-Year Strategy, Theory of Change, country strategies and program designs
- Provide expert advice to senior management and the Board on program performance, risks and improvement priorities

Monitoring, Evaluation and Learning (MEL)

- Lead implementation and refinement of Interplast’s Monitoring, Evaluation and Learning Framework
- Oversee development and quality assurance of MEL plans, indicators, tools and reporting frameworks
- Ensure consistent, high-quality collection, analysis and use of qualitative and quantitative data
- Lead or oversee targeted evaluations, reviews and learning studies, including design, data collection, analysis and dissemination
- Ensure learning is systematically documented, shared and applied to program improvement and strategic decision-making

DFAT accreditation and compliance

- Lead and coordinate Interplast’s DFAT accreditation and reaccreditation processes, including ANCP requirements
- Act as organisational focal point for DFAT program quality, MEL and accountability requirements
- Coordinate internal accreditation working groups, evidence registers and submission processes
- Liaise with DFAT, ACFID, external advisers and assessors as required
- Ensure Interplast policies, systems and practices remain compliant with DFAT, ANCP and ACFID standards

Capacity building and technical support

- Strengthen the MEL and program quality capacity of International Programs staff
- Provide technical guidance and mentoring to staff and partners on program design, MEL and adaptive management
- Support partners to meet accountability and reporting requirements in ways that are context-appropriate and capacity-strengthening

Organisational learning and culture

- Promote an organisational culture of learning, reflection and adaptation
- Facilitate cross-program learning, sense-making and strategic reflection
- Ensure evidence and learning inform strategy, advocacy, donor engagement and communications

Governance and reporting

- Provide secretariat and technical support to relevant Board committees (e.g. Design, Monitoring and Evaluation Committee)
- Contribute to Board and Executive reporting on program performance, impact and risk
- Support donor reporting and grant applications as required

Key performance indicators

In conjunction with the Chief Executive Officer, the Head of Program Quality and Evaluation will develop an annual performance plan with clear indicators. Performance will be assessed against, but not limited to:

- Quality and consistency of program design, monitoring and evaluation
- Successful coordination and completion of DFAT reaccreditation processes
- Evidence of learning informing program and organisational decisions
- Strengthened staff and partner capability in MEL and program quality
- Compliance with DFAT, ANCP and ACFID standards
- Quality and timeliness of reporting to senior management, Board and donors

Role requirements

Skills and capabilities

- Demonstrated leadership in program quality, evaluation and organisational learning
- Strong analytical, conceptual and problem-solving skills
- Excellent written and verbal communication skills
- Ability to work collaboratively across teams and with diverse partners
- High level organisational and coordination skills, including complex compliance processes

Experience

- Significant experience in international development, global health or related sectors
- Demonstrated experience with DFAT, ANCP and ACFID standards and accreditation processes
- Proven experience leading MEL systems, evaluations and learning processes
- Experience working in or with partners in the Asia-Pacific region (highly regarded)

Qualifications

- Tertiary qualifications in international development, international health, public health, evaluation or a related field

Behaviours & personal qualities

- Demonstrate Interplast's values of integrity, respect and collaboration
- This role may involve contact with children and/or working directly with children and the applicant will be required to demonstrate child safe working practices
- Comply with Interplast's Child Protection Policy and Prevention of Sexual Exploitation, Abuse, and Harassment Policy
- Comply with Interplast's Work, Health and Safety Policy and actively contribute to providing a safe working environment for all personnel
- Comply with all other Interplast's policies.

Employment terms and conditions

Employment type	Ongoing, subject to funding and performance
Hours	Part-time (0.6/0.8 FTE)
Salary	To be negotiated with the successful candidate (inclusive of superannuation)
Location	Melbourne office based with hybrid working options
Travel	Some regional, interstate and international travel may be required
Additional information	Full entitlements and employment conditions are set out in the Interplast Employment Contract and Human Resources Manual. Appointment will be subject to a satisfactory national police check and working with children checks prior to commencement Applicants must have the lawful right to work in Australia.

The declaration

I have read, understood, and accept the position description.

Position holder

Name _____ Date _____

Signature _____