



Job title: Researcher – Impact and Evaluation

Job Type: Part-time – 0.6 WTE

Location: Hybrid working, at least one day a week in the office (London, N8)

Responsible to: CEO

Salary: £40,000 per annum, pro rata

Contract type: 12 Months fixed term

Application Deadline: 13/11/24

Please contact us at recruitment@opendooronline.org for an application pack. You will be asked to submit a CV and to answer 3 questions.

This is an exciting opportunity, for the right candidate to lead Open Door's year-long "Impact and Evaluation" project, for which we have been awarded funding by The Prudence Trust.

About Open Door:

Open Door is a young people's mental health charity which has been based in the London Borough of Haringey for 47 years. It aims to improve the mental health and life-chances of young people in Haringey, by providing access to effective psychotherapy and counselling.

We provide an 'Open Door' to free, high quality psychological therapy to 12–24-year-olds delivered by experienced and highly trained clinicians. Open Door also supports parents and carers, struggling with the issues their children face. We aim for access to our service to be as simple as possible and over half of those we support, self-refer.

Many young people who come to us are experiencing significant mental health difficulties and have faced barriers to statutory services.

Open Door delivers evidence informed practice and has been commended for our ambitious approach to outcome driven care. We have recently been shortlisted for a Health Service Journal (HSJ) Award for our work improving the mental health of young people who have been impacted by inequality in Haringey.

Open Door is community embedded, integrated into the local mental health infrastructure, commissioned by North Central London Integrated Care Board and part of the Haringey Child



and Adolescent Mental Health Service single-point-of-access. We have a strategic voice which is used to advocate for young people's mental health and influence practice.

Last year we supported nearly 900 young people, parents and carers and offered over 9000 appointments.

This is an exciting time to join Open Door. The candidate will be part of forming and developing a new, small in-house data and evaluation team, to undertake an evaluation of our clinical service.

Role Overview:

We are looking for a hands-on, skilled and passionate Researcher to lead our year-long "Impact and Evaluation" project, for which we have been awarded funding by The Prudence Trust. This work is crucial to Open Door's mission, as it will allow us to understand and assess the effectiveness and accessibility of our psychotherapy services, ensuring we meet the needs of the diverse communities we serve.

The Researcher will work closely with our senior clinical team and data architect and will line manage the new data coordinator, to develop key lines of enquiry. They will organise and analyse the data, and provide us with the insights garnered from this, to enable service level learning and development. They will create reports to share our findings and showcase the work.

This role is suitable for someone with a strong research background, including qualitative and quantitative approaches, and a keen interest in mental health and social impact, who thrives in a collaborative environment.

About the Impact and Evaluation project:

In this evaluation, Open Door seeks to gain a deeper understanding of its impact on young people's mental health by analysing data from individuals supported during 2023/24 and 2024/25. New data would be overseen for maximum compliance rates and accuracy. This includes self-rated clinical assessment and outcome measures, clinician rated assessment and outcome measures, service user feedback, organisational performance metrics, demographic data and socioeconomic indicators. We seek to better understand who benefits the most from our services and identify those for whom our impact is less significant.

Additionally, we will examine take up levels, assessing who accesses our services and who does not, including who begins therapy after being on the waiting list. We recognise that some young people achieve better results than others through Open Door, and we need to explore



the reasons behind this to enhance outcomes for everyone. To address the questions above, we will explore whether there are common variables across demographic groups, clinical presentations, treatment type or duration, or complexity factors. These factors may include neurodivergence, being in care, Index of Multiple Deprivation decile, ethnicity, and age.

We have comprehensive and robust data at Open Door, and we are now seeking to dive into it and truly benefit from its richness.

Key Responsibilities:

- Lead the Impact and Evaluation Project in collaboration with the clinical team and Data Architect, supported by the new data coordinator. This includes defining objectives, organising and analysing data, and providing actionable insights that can inform organisational strategy.
- Line-manage the Data Coordinator, who will also be appointed to work on the project.
- Make use of both quantitative and qualitative data. This will include conducting data analysis and providing insights to the CEO and senior clinical management team garnered from this to learn.
- Create reports to share our findings and showcase the work. This would include an impact report, a one-page summary, an executive summary, and a full report. It would include summaries suitable for sharing on the website and social media.
- Work closely with the clinical team, the new Data Coordinator, and Data Architect to ensure that data is accurate, comprehensive, and aligned with evaluation objectives.
- Collaborate with the clinical team to define clear and relevant lines of enquiry.
- Examine data to identify trends, patterns, and areas for improvement in service delivery.
- Communicate project findings to the clinical team and other stakeholders to assist in understanding and decision-making through written reports, presentations, and data visualisations.
- Ensure that all research activities comply with ethical standards and respect GDPR and client data confidentiality.
- Interpret findings from data across the charity to create a clear narrative about impact of our service delivery and identify trends and gaps in service provision.
- Build relationships with academics and researchers with specialism in the field to ensure that our practice, insights and service development is innovative and cutting edge and is in line with latest evidence and research.
- Conduct desk research to ensure up to date knowledge needed to analyse child, adolescent and young adult mental health outcome measures. This will include knowledge about their application across health providers, including the NHS, and awareness of recent advancements in the field.



- Support the development of Open Door’s data collection, recording and analysis processes to enhance efficiency, accuracy and learning potential for the future. This will include overseeing the data coordinator’s development of the data dictionary, manual and protocols.
- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties in discussion with the CEO.
- This job description may be reviewed in the light of changing service requirements, any such changes will be discussed with the post holder.

Policies, Procedures and Guidelines

- To comply with Open Door’s policies, procedures and guidelines including those related to Equal Opportunities, Health and Safety, Environmental, Complaints, Child Protection, Safeguarding Vulnerable Adults, Information Governance and Disciplinary and Grievance.
- All information concerning clients and staff must be always treated as strictly confidential.

Person Specification: Researcher – Impact and Evaluation

Essential	Desirable
Education and Qualifications	
<ul style="list-style-type: none"> • Degree in a relevant field such as Research Methods, Health Informatics, Psychology, Social Sciences, Public Health, Epidemiology, or a closely related discipline 	<ul style="list-style-type: none"> • Post-graduate degree (MSc or PHD) in a relevant field such as Research Methods, Health Informatics, Psychology, Social Sciences, Public Health, Epidemiology, or a closely related discipline
Knowledge and Experience	
<ul style="list-style-type: none"> • Proven experience in research, quantitative and qualitative data analysis, and impact evaluation. • Experience of co-ordinating research including qualitative and quantitative methods that help answer key research questions. • Experience of presenting the impact of research and delivery to external stakeholders. • Can demonstrate a depth of proven experience in project management. 	<ul style="list-style-type: none"> • Experience in research/impact evaluation in a mental health setting, preferably children’s mental health. • Experience of evaluation, data analysis and impact reporting in the voluntary, community or social enterprise sector. • Understanding of mental health issues affecting young people, and familiarity with issues related to demographics such as ethnicity, gender, neurodiversity and socio-economic background. • Experience of working in a mental health setting.



<ul style="list-style-type: none"> • Technically proficient in applied research, evaluation and impact measurement, including peer reviewed research and relevant ethical frameworks. • Excellent data analysis and visualisation skills. • Knowledge of the voluntary sector and its regulatory framework. • Knowledge of how mental health services and services for young people are organised. • Knowledge of on-going developments in ICT technology and its impact • Knowledge of current data protection legislation. • Experience of communicating impact through range of mediums and for varied audiences. • Experience of contributing to service development. 	<ul style="list-style-type: none"> • Knowledge of mental health outcome measures, particularly ones used with young people. • Evidence of experience in attracting funding in relation to research and evaluation around service delivery. • The post-holder will be skilled in programming language in order to validate, clean, analyse and visualise data for reports
<p>Skills, Competencies and Personal Characteristics</p>	
<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to present complex data in a clear and accessible manner. • Strong interpersonal skills, with the ability to work effectively within a multidisciplinary team. • Meticulous in data analysis and reporting, with a commitment to producing high-quality, accurate work. • Strong presentation and influencing skills. • Capacity to work as part of a team. • Able to demonstrate value for monies raised from fundraising, and additional 	



<p>funds raised as a result of evidence impact.</p> <ul style="list-style-type: none">• Able to draw together and present tangible conclusions from a wide range of incomplete and complex evidence.• IT skills.• Good understanding of the importance of a client focussed service.• Ability to adapt and change according to daily circumstances and the needs of the charity.• Readiness to try new things.• Ability to recognise when to seek help or appropriate assistance from colleagues.• Commitment to equality and valuing diversity.	
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Open Door is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We encourage applications from individuals of all backgrounds and experiences, especially those from underrepresented communities.

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work in our organisation.

If you would like further clarification about the post or the application process, please phone 0208 348 5947 or send an email addressed to Yael Yadlin at recruitment@opendooronline.org