

## **MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246

**www.MendPoverty.Org**



### JOB DESCRIPTION

**POSITION TITLE:** Manager of Data and Outcomes

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Managing Director of Program Strategy

**SUPERVISES:** Data Coordinator

**WAGE:** \$35 per hour

**JOB SUMMARY:** The Manager of Data and Outcomes spearheads initiatives and systems focused on building agency and staff capacity to achieve high-impact outcomes and data-driven program development. Develops annual outcomes measurement and management reports and uses that information to identify successful practices and opportunities for program improvements.

#### Duties and Responsibilities

1. Develop, and refine as needed, an outcomes management system that captures client characteristics, outputs, outcomes, impact, and stakeholder satisfaction for individual programs and the agency overall.
2. Formulate and train staff on strategies for high-quality, reliable, and valid data collection.
3. Complete annual outcomes report that includes successes and opportunities for improvement to be presented to management, Board, and other stakeholders.
4. Responsible for continuous quality improvement; guides staff with implementing quality improvement plans, as required.
5. Conduct research to support data-driven case statements, support needs assessments, and identify best and innovative practices that inform strategic planning, improvement of existing programs or development of new ones.
6. Management and oversight of MEND's Client Data System-Efforts to Outcomes (ETO) including managing the creation and customization of Touchpoints to collect and report data.
7. Serve as part of a multi-disciplinary team in the development of new programs and service-delivery strategies.
8. Support the COO in the identification of core training needs for staff by designing and implementing training survey.
9. Provide Chief Development Officer with program output/outcome results and updates on goals/objectives for progress as outlined in grant proposals.
10. Participate in funders' funding opportunity information sessions, as relevant.
11. Other duties as assigned.

#### Qualifications:

1. BA/BS in Human Services field, such as Social Work, Public Health, Public Administration or related required. Master's degree desired. Combination of experience and relevant training considered.
2. Working knowledge of database management; experience with ETO strongly desired.
3. 5 years previous experience in a social services nonprofit including program implementation and managing data and outcomes.
4. Strong written and verbal communication skills. Able to explain complex concepts and translate value of data to staff.

5. Ability to convert data into information for analysis.
6. Enthusiastic team member with strong leadership skills including problem solving, conflict resolution, team building, relationship building, strategic planning, staff development.
7. Creativity in goal setting, outcomes management, and program evaluation/improvement.
8. Action oriented, flexible, and innovative approach.
9. Strong people skills, especially in working with volunteers.
10. Excellent skills in office procedures and ability to multi-task; ability to work independently, under pressure and meet deadlines.
11. Bilingual English/ Spanish strongly preferred.
12. Reliable automobile: valid driver's license and car insurance as required by law.
13. The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

The ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level written and verbal communication skills, strong decision-making ability and attention to detail are equally important.

All positions contingent on funding.

**Time Commitment:** Full-time. Position eligible for MEND sponsored benefits.

*The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job.*

To apply, please submit cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org). Position open until filled.