Title: Program Evaluation Associate

Reports To: Director of Evaluation

Location: Brighton, MA

GENERAL SUMMARY

This is a newly-established position that will support the collection and use of data to measure and evaluate the performance of supportive services offered to seniors at JCHE. The Program Evaluation Associate will collect, monitor and analyze data used in-house to promote ongoing learning; and externally to communicate JCHE's successes achieving programmatic goals and objectives to donors, funders, community partners and the general public. The position will monitor the quality and timeliness of quantitative data collected while overseeing the administration of a new electronic client records (ECR) system/database platform we hope to have on-line in 2018 and will be responsible for upholding the highest standard of data integrity. In fulfilling these job functions, the Program Evaluation Associate will play a significant role managing and organizing resident and program information, both quantitative and qualitative, advancing JCHE's strategic goal to harness the power of data to become a learning organization of reflective practitioners. The position will champion JCHE's ongoing transformation into a data- and outcomes-driven culture focused on continuous improvement.

ESSENTIAL JOB FUNCTIONS

The Program Evaluation Associate work will fall into three specific categories: 1) Database Management; 2) Data Quality and Integrity and Outcomes Reporting; and, 3) Training and Learning

Database Management
- In collaboration with the Director of Evaluation, plans for the implementation of the new ECR system/database that will be used to coordinate resident care, track resident encounters, document program and service utilization and measure performance outcomes
- In collaboration with the Director of Evaluation, coordinates with the software vendor to customize the ECR system/database to include all relevant data points identified as necessary by senior management, property and program managers, resident services, compliance, real estate, finance and fund development
- In collaboration with JCHE's IT team, coordinates the migration of data from earlier systems into the new database, reviewing and cleaning existing data as necessary

- Serves as liaison to the software vendor to maintain the ECR system/database on an ongoing basis, ensuring that the system is fully operational at all times and is being properly utilized to maximize JCHE's ability to track and use data
- In collaboration with the Director of Evaluation, develops and documents policies and procedures governing the use of the ECR system/database
- With training, serves as in-house expert on the ECR system/database, developing the capacity to modify and/or customize the system to ensure that the platform is tailored to fulfill the needs of management and staff
- Troubleshoots database-related problems as they arise

Data Quality and Integrity and Outcomes Reporting
- Screens information input to the system to ensure that it is consistently accurate, complete, uniform and timely through the performance of routine and random audits
- Conducts data cleaning at regular intervals to safeguard the integrity of the data in the system
- Designs reports to be run at regular intervals that track resident demographic and encounter information, program and service utilization and program outcomes
- Runs ad hoc query reports for the senior leadership team, property and program managers, resident services, compliance, real estate, finance and fund development as requested
- Collects and analyzes quantitative and qualitative data, generating useful insights, identifying trends and interpreting findings
- Produces reports and presentations that highlight JCHE's progress achieving desired goals

Training and Learning
- In collaboration with the Director of Evaluation, develops a training plan and training materials to educate JCHE management and staff on the use of the ECR system/database
- Leads group training sessions for staff on the use of the ECR/database
- Provides on-going technical assistance to database users across JCHE
- Identifies on-going staff training needs to ensure optimal use of the ECR system/database
- Provides individualized coaching as needed for staff struggling to adapt to electronic data collection processes

OTHER DUTIES AND RESPONSIBILITIES MAY INCLUDE:

- Tracks staff utilization of the ECR system/database, alerting the Director of Evaluation to individuals who are not adhering to the processes and protocols governing data entry and data tracking
- Compiles a repository of relevant research and best practices literature, that management and staff may find useful to assure the delivery of robust and evidence-based programs and services
- Completes other duties and special projects as assigned

PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree with at least two years' experience in research, evaluation and/or data management
- At least one year of experience working, interning or volunteering for a nonprofit social or health services organization

- A firm understanding of outcomes measurement and/or program evaluation principles as they relate to a non-profit organization
- Knowledge of statistics and strong quantitative skills
- Exceptional attention to detail
- Excellent data analysis and interpretation skills
- Expertise using Microsoft Excel, Word and PowerPoint
- Excellent reporting capabilities – the ability to produce clear, concise and compelling written reports and oral presentations
- Prior experience using database and/or electronic case records software
- Ability to learn intricacies of JCHE's ECR/database system with ease
- Prior experience with systems implementation projects a plus
- Prior experience training others to use PC applications preferred
- A self-starter, who proactively identifies and resolves issues
- Ability to work productively both in a team and independently
- Ability to multi-task and manage competing priorities in fast-paced environment to a high standard
- Positive energy, optimistic outlook, sense of humor, patience and the ability to take things in stride
- Friendly, personable demeanor, high energy, "can-do" attitude
- A strong passion for the mission and vision of JCHE

SUPERVISORY RESPONSIBILITY

- No supervisory responsibility

WORKING CONDITIONS/PHYSICAL DEMANDS

- Normal office environment
- Ability to drive and access to a vehicle is required for periodic travel to other JCHE locations in Newton and Framingham, MA

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis