



Job Description

Job Title:	Evaluation and Outcomes Manager
Department:	Operations and Finance
Reports To:	Senior Vice President of Operations and Finance
FLSA Status:	Exempt
Reviewed By:	Axiom HRS
Updated Date:	5/19
Approved By:	President/Executive Director
Approved Date:	5/19

JOB SUMMARY: The Evaluation and Outcomes Manager ensures up-to-date, accurate, secure, and ample evaluation, outcomes, and data strategies, applications, and processes are implemented to fulfill and sustain the mission of Coburn Place. The Manager represents the core values and mission of the organization and is a member of the management team.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Develops and implements, according to evaluation and nonprofit industry standards and practices:
 - a. Data collection and analysis strategies, policies, and procedures approved by the Pres/ED.
 - b. Data technology tools acquisition, maintenance, integration and use strategies, policies, and procedures approved by the Pres/ED.
 - c. Standard Operating Procedures (SOP) which creates and maintains the overall organization data strategy: establishing and defining measurable data and metrics that allow for consistent trends to be tracked and analyzed; identifies data collection methods, analysis procedures, and uses which are relevant and meaningful to the overall Coburn Place strategic plan and direction.
 - d. Creates training modules to ensure that staff and appropriate volunteers and interns are adequately prepared to participate in the data management strategy for the organization.
2. Provides quality control oversight to the organization's data (including both client and donor data) by:
 - a. Ensuring data is accurate, timely, and adequately and confidentially maintained.
 - b. Ensuring data collection needs of the organization and grant reporting requirements are being met.
 - c. Establishing policies and procedures; ensuring P&Ps are in place and followed for safe and secure use and storage of data.
 - d. Keeping staff trained on data collection, data input and Coburn Place policies and procedures on data collection, storage, and sharing.
 - e. Serving as liaison to data vendors (ie ClientTrack, Bloomerang,) to ensure data security and upkeep/upgrade of data technology tools, applications, and processes.
3. Designs, with the appropriate team and Pres/ED., and maintains outcome-based logic models and evaluation processes to:
 - a. Measure and trend donor cultivation, stewardship and fundraising metrics.
 - b. Measure communications metrics established by the communications staff.



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- c. Measure and trend the short- and long-term outcomes of programs and services.
 - d. Incorporate Services Outcome Evaluation Project(s) and other evaluation processes are in place and analyzed into reports which can highlight Coburn Place's story. Updates processes accordingly to keep them relevant, meaningful, and measurable.
 - e. Ensure seamless, inter-departmental arc of intention within the logic model and established outcomes.
4. Ensures minimal disruption to operations by developing and implementing adequate data support, security, and maintenance plans.
 5. Ensures current or future donor database(s) is accurately and timely maintained including donor profiles, donor engagement records, donor contact info, and entering financial and in-kind contributions and grant payments.
 6. Compiles timely and accurate data queries and reports for grant submissions and reports, development/fundraising/communications purposes, community relations/engagement, partnership development, etc and at the request of the Pres/ED, Board of Directors or Executive Leadership (Operations/Finance; Mission Impact; Development/Mission Advancement) team.
 7. Works with development/communications and operations staff to ensure the timely, accurate, and seamless distribution of direct and electronic mail, newsletters, gratitude, stewardship, and/or solicitation materials according to segmentation designation for intended communications by ensuring that supporter contact information is kept up to date.
 8. Represents Coburn Place on community and partner work groups and committees relative to data and technology (such as the Indy CoC HMIS work group and ICADV data monitoring group).
 9. Identifies opportunities for volunteer, in-kind and financial resources and communicates these prospects to the Development dept and/or Executive Director.
 10. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
 11. Provides input in department and agency budget preparation regarding data and data technology needs.

SUPERVISORY RESPONSIBILITIES: This position supervises volunteers and interns as-needed.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.



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Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Place's goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures. Broad knowledge of quantitative and qualitative research methods.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Strategy – Identifies technological opportunities as well as short and long-term challenges that may further or hinder the mission of Coburn Place. Maintains up-to-date knowledge of the latest technology options, security and best practices.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

EDUCATION and/or EXPERIENCE: Bachelor's Degree (B.A./B.S.) in Business Administration, Public Administration, Public Health, Social Work, or related field with 2-3 years of experience in program development and program evaluation or combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved is required. Master degree preferred. Nonprofit environment preferred.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



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MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra, statistics and geometry. Ability to generate descriptive statistics and conduct basic tests of statistical significance.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Database management, Microsoft Outlook, Word, Excel, Access, PowerPoint, Publisher and Adobe. Proficiency with data analysis and data visualization software (e.g., SPSS, Tableau) a plus. Proficiency with program databases (e.g., Efforts to Outcomes, Community TechKnowledge) a plus. Ability to operate a printer, copy machine, scanner and other office equipment is required. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. In addition, this position requires an understanding of information technology procedures and practices, translating and analyzing data, report writing, and graphics design, while paying close attention to detail and deadlines is essential. Comprehensive understanding of the use of the logic model and theory of change frameworks in the context of program development and program evaluation.

OTHER QUALIFICATIONS: Candidates must have general knowledge of personal computers, network servers, internet and telephone communications and information equipment and applications.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while



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eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for meetings, seminars, etc. The noise level in the work environment is usually moderate.

This job description has been approved by all levels of management. Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

SIGNATURES:

Incumbent's Signature

Incumbent's Printed Name

Date

Executive Director's Signature

Executive Director's Printed Name

Date