



Position Description

Job Title:	Data and Quality Manager
Reports To:	Senior Director of Operations
FLSA Status:	Full-Time/Exempt
Pay Range:	To be Determined

Job Purpose

Project Harmony exists to provide effective, immediate and sensitive support to child abuse victims and their non-offending family members. Project Harmony is committed to a vision with a focus on one goal: ending the cycle of child abuse and neglect. Project Harmony is one of the largest Child Advocacy Centers in the nation.

At Project Harmony, we are committed to building a team of dedicated, compassionate professionals who are supportive of our culture:

We are all Project Harmony: Project Harmony exists because of the unique collaboration of community partners, dedicated to ending child abuse and neglect. Our strength lies in our people, their ideas, their differences, their diverse talents and perspectives.

We bring our best everyday: Project Harmony consists of experts, problem solvers and visionaries dedicated to promoting creativity and innovation. We demonstrate personal integrity and maintain a high standard of ethical behavior. Project Harmony is dedicated to fostering a learning environment where all members of the collaborative process can flourish.

When it comes to children, we don't compromise: Children come first in all that we do. Project Harmony provides a safe place where children have the courage to use their voices – a place where healing begins. Because of Project Harmony's

coordination of care, children entering Project Harmony go from crisis to courage. Our vision reimagines the system to make it work best for all involved, especially the child.

If you are looking for a place where you can make a difference in the life of a child, Project Harmony is looking for you. We are seeking an experienced and committed Data and Quality Manager to join our dynamic and innovative organization.

The Data and Quality Manager is responsible for developing a strategic research and analytics agenda that supports Project Harmony's continuous pursuit of positive client outcomes, equips organizational leaders to maximize agency resources and promotes Project Harmony's goal of ending child abuse and neglect. The Data and Quality Manager must be a thought leader and subject matter expert, with the ability to design, evaluate and implement the best analytical approaches and methodologies, to support the internal operations and program functions of Project Harmony.

The Data and Quality Manager will oversee all activities and personnel pertaining to data analytics and data warehousing. The individual must possess a flexible approach to new ideas, refined collaboration skills and the ability to adapt in order to meet the needs of different internal and external stakeholders. The Data and Quality Manager must understand the unique responsibilities of working within a multi-agency collaboration, and deliver a leadership approach that diplomatically synergizes inputs and styles from multiple contributors within a complex community effort.

Essential Duties and Responsibilities

- Oversee the accuracy, quality and consistency of data reporting and analysis agency wide.
- Develop strong relationships within each program area to attain a deep understanding of qualitative service goals and decipher how those could be measured quantitatively.
- Build, maintain and improve the existing business intelligence and analytics tools across programs to drive innovation and enable agency leadership in making strategic, data-driven decisions.
- Work closely with the Executive Team, Leadership Team and key stakeholders to evaluate current and potential data elements, necessary to inform strategic decision making and strengthen the pursuit of agency goals and initiatives.
- Develop, implement and monitor an evaluation plan addressing logic models, strategic and program evaluation questions, data collection methods, analysis and reporting.
- Manage all projects associated with process design, personnel and resource maximization and the evaluation and ongoing maintenance of data systems.
- Deliver multiple channels of communication that are easily absorbed and tailored to each specific stakeholder based on their level of involvement.
- Assist in the initial development and ongoing maintenance of internal reporting, focused on client outcomes and resource utilization.
- Provide data trend analysis concentrated on identifying agency opportunities and long term program improvements.
- Work alongside program evaluators and key staff to establish and track outcome goals.

- Identify, evaluate and pursue new partnerships and relationships that could further Project Harmony's capacity to reach community level outcome goals.
- Develop data collection policies and practices and monitor uniform data collection compliance and quality across organizations.
- Write proposals as necessary to fund or initiate research evaluation or special projects.
- Keep current regarding funding requirements for data collection and reporting and put into place local methods to ensure reliable, accurate compliance which reflect service activities.
- Conduct research and analysis of issues as requested, including preparation of reports, white papers and journal publications recommendations and other materials.

Management Responsibilities

- Oversee and monitor all activities of the data analytics and data warehousing departments and personnel.
- Provide thought leadership and act as a subject matter expert in the design and recommendation of appropriate analytical approaches and methodology in addressing key issues within the agency.
- Drive agency culture and promote data-driven decision-making, client-centric analytics, marketing and investment planning across the agency.
- Work closely with the Director of Communications and other agency leaders to use data trends as a means of illustrating community impact.
- Provide appropriate direction and developmental feedback, conducting annual reviews and coaching.
- Mentor data personnel, ensuring constant improvement in their professional skills and guiding in the execution of their duties upon request.

Education and Training

- Bachelor's degree required, Master's or PhD degree preferred, with a strong emphasis on the design and implementation of qualitative and quantitative research instruments.
- Background in child development, early education or research related field preferred.

Work Experience

- A minimum of five (5) years of experience working in research, qualitative and quantitative data collection and/or data collection coordination as well as experience processing complex survey data.
- Two (2) to five (5) years of supervisory experience.
- Experience or training in the use of major data processing software packages; computing skills in the Windows environment, particularly with a variety of database applications.

Required Knowledge and Skills

- Knowledge and experience of using evaluation and community-based research to inform program development.
- Experience developing and maintaining longitudinal data management systems.
- Strong ability to understand the needs of multiple service programs, and manage projects that are tailored to addressing those needs.
- Knowledge and experience of program evaluation principles, theories, concepts and practices.
- Demonstrated expertise in successfully designing and carrying out quantitative and qualitative research and evaluation processes.
- Understanding of statistical principles and methods for data analysis.
- Experience supporting and training staff and community partners, that are unfamiliar with research and evaluations, to collect, manage and analyze data.
- Demonstrate strong organizational and time management skills.
- Ability to communicate complex concepts to various audiences in multiple ways.
- Attention to detail and accuracy.
- Computer and technical skills using data management and data analysis software.
- Must be a self-starter and able to work independently as well as part of a team.
- Strong problem solving and decision-making skills.
- Exceptional work ethic.
- Must respect and maintain confidentiality.

Other

- Must be willing to work flexible hours.
- Must submit to a thorough criminal history background check.
- Must have access to a vehicle, possess a valid driver's license and proof of insurance.
- Position may involve some travel, primarily within the state.

The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this job. They are not an exhaustive list of all duties and responsibilities associated with it.