

## Data Management Administrator

<b>Reports to:</b>	<b>Chief Program Officer</b>
<b>Supervises:</b>	<b>Not Applicable</b>
<b>Department:</b>	<b>Adult Education</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Position Classification</b>	<b>Regular, Part-Time - 20-25 Hours</b>
<b>Work Schedule</b>	<b>Varies with normal hours being between 9:00am and 5:00pm, Monday – Friday</b>
<b>Revised Date</b>	<b>3/1/19</b>

### About the YWCA National Capital Area (YWCA NCA)

**Mission** – The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

**Vision** – Provide women and their families with the necessary programs that foster independence, economic stability and overall well-being.

**Bold Goal** – A majority of women and girls of color across the National Capital Area have the resources and support necessary to achieve personal, educational and professional success.

### Position Summary

The Data Management Administrator will lead the data collection, outcome analysis and evaluation of results related to the YWCA National Capital Area Programs. In close partnership with the Chief Program Officer, the Data Management Administrator will establish relevant metrics that demonstrate measureable outcomes to stakeholders; and continuously audit systems to ensure data integrity. The Data Management Administrator will be responsible for researching and selecting the appropriate systems for the YWCA NCA’s needs, providing training and technical assistance to staff; and advancing a data-driven culture.

### Position Responsibilities

#### Program Data Collection

- Ensure accuracy of programmatic data organization-wide, including learner demographic/contact info, attendance, assessments, goals and achievements.
- Oversee student transcripts.  
Review and update data protocols as needed, including review of collection tools and instruments in order to maintain data integrity.
- Work with program managers to ensure that student and volunteer surveys are being conducted and recorded in a timely manner.

- Direct student and graduate data follow-up for timely entry into the data management system.
- Collect and track key data points related to the YWCA NCA's areas of focus.

### Program Reports

- Work with leadership team in preparing monthly, quarterly and bi-annual reports for funders, Board and licensing commission.
- Create a monthly dashboard of key performance indicators to communicate progress towards goals and to inform decisions regarding service delivery. Ensure dissemination to all relevant stakeholders (staff, Leadership team and Board).
- Simplify complex data into meaningful summaries and translate key information into concise, simple and easily understandable charts.
- Manage data requests for organizational partners and YWCA NCA team members.

### Program Outcomes and Evaluation

- Design and develop program outcome measures and evaluations based on prior program practice and identified best practices.
- Work in partnership with Chief Program Officer and program managers to provide programmatic data for grant applications and reporting. Analyze program goals and objectives relative to outcomes for the purpose of evaluating program effectiveness, creating new programs, expanding existing programs, and increasing the organizations' reach within its target market.
- Identify and collaborate with senior leadership on relevant outcomes to measure programmatic impact and areas for improvement.
- Identify and understand measurement approaches and specific key indicators for each individual program.
- Assess available program evaluation systems and tools and recommend the best available systems based on the needs of the YWCA.
- Implement an outcome system to measure regional, state and local participation in national efforts.
- Regularly audit the system and case files to ensure the integrity of the data and support the success of the YWCA's programs and mission.
- Attend all mandatory meetings, conferences and training required by all contracting agencies and YWCA/NCA.
- Understand and apply state and federal confidentiality regulations with regard to client records and correspondence.
- Perform other duties as assigned by the supervisor and/or the leadership team.

### **Essential Knowledge, Skills and Experience**

- Bachelor's Degree in a relevant field preferred.
- Minimum of three years' experience (two years with a Bachelor's degree) in a data management role, preferably in the non-profit sector.

- Proficiency required in MS Office Suite (Word, Excel, and PowerPoint) and other related computer programs; ability to learn and teach new systems easily. Prior database management experience preferred.
- Relevant experience in data collection, analysis and reporting; research, evaluation or quality assurance desired.
- Strong technical, analytical and statistical skills related to program planning and evaluation.
- Possess excellent project management skills with ability to coordinate multiple projects simultaneously and complete assignments in a timely manner. Strong attention to detail and excellent organizational skills required.
- Highly motivated self-starter with ability to work independently, prioritize, organize, problem solve and exercise sound judgment with minimal supervision.
- Proven ability to maintain objective, professional relationships with individuals from diverse backgrounds including program participants, colleagues, supervisors and partners.
- Ability to work collaboratively in a deadline driven environment.
- Ability to manage confidential information with diplomacy and tact.
- Excellent communication (oral, written and listening) and interpersonal skills.
- Excellent presentation, training and facilitation skills required.
- Prior experience using CRM software, APRICOT, dashboards or other data visualization tools preferred.

### **Working Conditions/Physical Requirements**

- The work is performed in an office settings, with occasional offsite meetings and program activities in the Washington Metropolitan area. Occasional overnight travel may be required.
- This position is classified as light work and requires the ability to sit, speak, hear, see, read and lift and/or move objects up to 10 lbs.

### **Equal Employment Opportunity Statement**

The YWCA National Capital Area is an Equal Opportunity Employer. We seek to recruit, hire and retain the most qualified individuals without regard to race, color, religion, national origin, citizenship, sex, age, gender, disability, marital or veteran status, personal appearance, sexual orientation gender identity or expression or any other characteristic or status protected by applicable federal, state or local law.

It is our intent and desire that equal employment opportunities be provided in employment, recruitment, selection, compensation, benefits, promotion and all other terms and conditions of employment.