

## **Program Evaluation Administrator**

### **Summary/objective:**

This position fulfills essential services in the area of Penelope database management, Family Services data collection, reporting and support. Primary responsibility is the management of data relevant to Family Services to ensure quality and completeness to enhance programs and client experience. (This is not a scientific/mathematical creation, or IT position.)

**Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.**

### **Essential Functions and Responsibilities:**

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### **Essential Functions and Responsibilities:**

- **Data and Technology Administration**
  - Serves as primary administrator of Penelope database for Family Services and is the agency point of contact with the Social Solutions software vendor, including, but not limited to, submitting tickets, monitoring contract terms and other actions as needed.
  - Provides basic reporting/analysis support for Penelope case management software as required by the Family Services team and for the WV strategic framework/dashboard.
  - Design ongoing measurement and analysis strategies for the Family Services Department.
  - Coordinate program evaluation efforts of Family Services (all program locations).
  - Monitor quality of data; perform departmental data edits/cleaning.
  - Design, build and lead "Slack" for resident community and Family Services for the purpose of enhancing continuity and collaboration amongst Family Services and residents while enhancing community engagement. Monitor resident Facebook page.
  - Accurately records maintains and updates all constituent data, attachments, notes and other information.
  - Serve as Warren Village HMIS administrator; coordinate Family Services HMIS database management including completion of data entry monthly, monitor department data for accuracy and completeness and coordinate the annual MDHI Point In Time Survey.
  - Coordinate annual data report for EMPATH Learning Exchange Network; serve as point of contact with EMPATH's Research and Evaluation Department.
  - Perform Penelope onboarding, tutorials, trainings, and data support to Family Services staff.
  - Strategizes and manages implementation of data enrichment services, determining the best use of Penelope features to accomplish the goals of WV.

- Ensure quality and accuracy of Family Services data records (all sites). Lead and supervise staff data entry monthly.
- Provide customer service for client experience in Penelope (create client connect accounts, manage Add Me feature, etc.)
- Complete program documentation monthly. Compile monthly departmental data reports and statistics.
- Conduct move-in and move-outs in Penelope and COHMIS for each resident; coordinate with Family Advocate and Alumni services.
- Prepare client paper file upon move-in and prepare paper files for storage after resident exit; manage document destruction per agency document retention guidelines.
- Monitor grant funding reporting requirements and track progress on ongoing basis. Supply requested data to Development.
- Manage resident laptop inventory and distribution.
- Manage FS office equipment, including copier, printers and fax machine, to assure optimum functioning at all times. Maintain supply of toner and copy paper.
- Build Life-Skills classes in Penelope database; complete daily data entry for resident class registrations and attendance.
- Develop, produce, and distribute program marketing and communications materials such as class calendars, flyers, posters, lobby displays and other promotional materials.
- Respond to departmental information requests (dept. inquiries from agency website, AddMe or phone system) to appropriate staff member.
- Assist the Data & Policy Analyst's efforts to gather longitudinal data using quantitative and qualitative research approaches for program initiatives and clients.
- On a rotating basis cover department administrative needs such as distribution of mail, kitchen duties, donations organization and distribution, basic office processes.
- Provide direct program support to Director of Family Services.

**Minimum Qualifications:**

- Bachelors' Degree (BS/BA) from four-year college or university in Business, Marketing, Communications, Human Services, or other related field. (*Education substitute: 2 years of related experience for one year of education.*)

**Required/Preferred education and/or experience:**

- One-year previous database management experience.
- Social Work, Sociology, Education or Human Services related field experience.
- Two years demonstrated experience working in a non-profit environment.
- Demonstrated experience working with social media platforms.

**Salary & Benefits:** \$45,000 - \$54,000. This is a full time, year-round position with an attractive benefit package including medical, dental, and vision insurance as well as paid time off, flexible spending accounts, employer contributions towards Health Savings Account, company paid Life and LTD, paid parental and family leave, voluntary STD insurance, a child care discount in our fully accredited Early Learning Center, and a matching 403(b) retirement plan. Salary is commensurate with experience and educational credentials.

**To Apply:** Interested candidates should submit the following items (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org), Subject line: Program Evaluation Administrator

- Resume
- Cover Letter