



## United Way of San Diego County

**Job Title:** Data & Evaluation Manager  
**Department:** Community Impact  
**Reports to:** Director, Process Design  
**FLSA Status:** Exempt/Full-Time

### **POSITION SUMMARY**

United Way of San Diego County (UWSD) seeks an innovative and dynamic individual to serve as its Data & Evaluation Manager. Reporting to the Director of Process Design, s/he will be responsible for providing leadership and support to align and oversee the collection, management, and architecture of all data for the community impact department's portfolio of projects and initiatives. This also includes:

- conducting or contracting research;
- designing, implementing and supporting all data planning, management, analysis, visualization and presentation;
- leading the data analysis to measure the impact of the organization's work;
- facilitating evidence-based decision-making and continuous improvement;
- developing and strengthening an organizational culture of continuous learning;
- applying principles of improvement science and change management; and,
- operationalizing a data-driven decision making processes.

A critical piece of the position is supporting and educating the staff, partner organizations, and the community in the planning, implementation and understanding of data collection and analysis. The Data & Evaluation Manager will work closely with partners and their data departments to access and analyze data in support of project objectives. Successful candidates will demonstrate the ability to communicate and successfully work with diverse individuals and groups.

### **How we do our work**

Using the framework and principles of [Collective Impact](#), UWSD works with nonprofits, school districts, businesses, government and the community to ensure that all children and youth – ages 0-24 – are ready for kindergarten, graduate high school and ready for college and or career. UWSD supports this work via Research and Evaluation; Convening and Facilitation; Effective Practices and Process Design; Funding Resources; and Policy.

### **KEY RESPONSIBILITIES**

#### *Planning and Organizing*

- Design and manage the data architecture in close collaboration with staff and partner organizations.
- Plan for the collection, analysis, and reporting of data to measure the department's impact, including project level performance measures and community-wide indicators. Planning for data collection across multiple partners and longitudinal analysis of data from across partner organizations and schools is critically important.
- Develop effective processes and systems to monitor execution, collection, and reporting of data.
- Maintain knowledge of education, family stability and community data resources.

## United Way of San Diego County

### *Data Management and Analysis*

- Lead the data collection and management, including data compilation from partner, internal and external sources, and manages data quality assurance processes.
- Develop and align data measures and progress tracking across the impact portfolio.
- Manage data sharing agreement(s) with Public Schools and other partners as needed to ensure relevant access and responsible data stewardship.
- Develop and manage the ETL process for data-producing projects; automate analytical processes and reporting.
- Serve as department's point of contact on data-related topics; supply total population, trend, and disaggregated proficiency data for active projects, where available.
- Maintain a deep understanding of what data is available to describe our impact.
- Provide timely, accurate data that illustrates the impact of UWSD's education and family stability work.
- Create and display data analytics using visualization technology.
- Present data from and progress of Community Impact efforts in both written and oral presentations to a variety of stakeholders.
- Create reports to partners, the community, investors and Community Impact department's senior team in formats that appeal to and accommodate the needs of various stakeholders and audiences. Utilizing data visualization software.

### *Evaluation and Continuous Improvement*

- Design, implement and facilitate new evaluation approaches to meet the evolving needs of iterative projects.
- Support the design and implementation of strategies to effectively communicate the vision and achievements of our projects and initiatives.
- Develop and manage systems to measure and communicate program outcomes and model fidelity.
- Produce reports and program evaluations for internal and external stakeholders
- Provide direction, training and technical assistance in continuous improvement including but not limited to: evaluation design, performance tracking, CQI, and implementation refinement; with departmental leadership, establish and formalize the documentation of the continuous improvement process to support consistency, replication, and scaling of efforts.

### *Teamwork and Collaboration*

- Support staff in developing, monitoring, and evaluating action plans based on performance against indicators and key performance measures.
- Develop and cultivate relationships with community stakeholders, including data and research professionals in education, business, faith-based, nonprofit, philanthropic and civic sectors.
- Provide coaching, training, and technical assistance to staff, networks, and partners to build capacity around planning and implementation of data practices, including developing evidence-based continuous improvement action plans, results-based facilitation and evidence-based decision-making.
- Work closely with Leadership to facilitate change and data-driven decision making through the provision of timely and meaningful information and data.
- Work with key community partners to develop a comprehensive system that incorporates data across the educational pipeline from birth through college and career.
- Provide tools and supports to assist community partners through change management necessary to implement and sustain proposed improvements.



## United Way of San Diego County

- Facilitate data working groups and provide data support needs, which includes regular meetings.

### **KEY COMPETENCIES**

- Strategic Relationship Building
- Product Development and Implementation
- Results-Driven
- Adaptability and Change Management
- Cross-Functional Capability and Collaboration
- Embracing and Managing Change
- Entrepreneurial and Innovative

### **EXPERIENCE & QUALIFICATIONS**

- Minimum of B.A. degree; Master's Degree preferred.
- Minimum of 5 years of relevant work experience.
- Minimum of 4 years developing data infrastructure, evaluation, and improvement science, or comparable role, preferably in the field of education, mental health, or other social services
- Passion for and commitment to ensuring equity and excellence in education for children San Diego County.
- Strong knowledge and expertise managing data systems and processes.
- Strong data analysis and visualization skills and experience. Expert skill with Excel and other data programs, including analytical software. Experience with Clear Impact, Tableau, Alteryx, and/or PowerSchools a plus.
- Experience with Results Based Accountability strongly preferred.
- Experience with data systems integration strongly preferred.
- Experience with education and social services data, including external data sources, strongly preferred.
- Excellent communication and presentation skills (oral and written), including ability to communicate data concepts with multiple audiences in a culturally competent manner.
- Demonstrated ability to create processes and systems, identify and initiate continuous improvement.
- Demonstrated experience in project facilitation and management.
- Ability to thrive in a collaborative, mission-driven environment.
- Strong attention to detail and ability to work with a high degree of accuracy.
- Evidence of organizational ability and ability to successfully complete assigned projects.
- Excellent technology skills including MS Office (Word, Excel, Outlook).
- Valid California Driver's License and acceptable driving record. Must provide and verify own automobile insurance.
- Candidate may have to utilize own transportation for fieldwork (with expense reimbursement).

### **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 functions of the job.

- The person in this position frequently communicates with Leadership, Staff and the Public. Must be able to exchange accurate information in these situations.



## United Way of San Diego County

- This person must be able to remain in a stationary position at the workstation 25% of the time and participate in meetings on and off-site 75% of the time
- This person must be able to utilize their own transportation for visits around the San Diego community up to 50% to 75% of the time.
- Frequent walking or standing is required.
- The person in this position needs to be able to move about inside the office to access file cabinets, office machinery, etc.
- Hands are regularly used to write, type, key and handle or feel small controls.
- Weights of up to 30 pounds occasionally lifted (carrying devices provided)

The statements herein are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of incumbents.

### **WORK SCHEDULE**

Typical schedule is 8:00 a.m. to 4:30 p.m. Monday through Friday. However, flexibility is required due to nature of business. Schedule may be changed as needed, to include evenings, weekends and holidays.

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