

JOB DESCRIPTION

Position Title: DATA MANAGER	Job Code:	Overtime Status: Part-time Position
Department: Program	Location: Winston-Salem	
Reports To: DIRECTOR OF PROGRAMS	Number of People Supervised: 0	

POSITION PURPOSE

Provide leadership around data collection, analysis, and use of continuous improvement processes to increase the awareness of Big Brothers Big Sisters' impact in our community. The Data Manager will also provide a development plan for children and/or Matches in our program based on the data collected by program participants.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in the development and implementation of the plans related to activities for the Promoting Enhanced Resilience and Learning (PERL) Project
- Establish linkages between Big Brothers Big Sisters' internal programs that collect and analyze data as well as initiatives in which Winston-Salem/Forsyth County Schools is an active partner
- Build trusted partnerships with community entities to facilitate data sharing across sectors and organizations
- Collect, track, and analyze key data points related to Big Brothers Big Sisters' areas of strategic focus
- Lead organizational data functions to ensure high-quality measurement systems and data-driven decision making
- Administer surveys (Risk and Protective Factor Assessment, Strength of Relationship and Youth Outcome Survey) and other instruments to collect detailed information to establish baseline
- Create Child or Match Development Plans based on survey results, communicate with Program Specialist the goals for the child/match and follow-up consistently
- Educate staff in processes for inputting and assessing data, trends and community changes to help determine effectiveness
- Work with marketing & communications staff to develop community reports that are metric-based, transparent and understandable to the general public
- Assess reports on results surveys, analyze and assist Program Specialist in identifying issues of concern, opportunity and/or improvement
- Maintain Big Brothers Big Sisters' Agency Information Management System, nFocus/TrakSolutions, and PERL dashboard tracking system
- Manage all data requests from community, organizational partners, and team members
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families
- Provide backup to the front desk area by assisting guest as they come into the office and answering incoming calls



EDUCATION& RELATED WORK EXPERIENCE

Education Level:

Preferred minimum Bachelor's degree in social services, human resources or related field required.

Years of Related Work Experience :

Demonstrated experience in conducting evaluations of complex systems and/or community change efforts. Ability to perform data and information analysis, internet and other research. Demonstrated experience working with community or non-profit based data research. Ability to present information and data in written, electronic and oral forms. Ability to present to groups and facilitate meetings. Proven track record in teaming with staff, volunteers and a diverse group of stakeholders. Ability to plan and manage multiple tasks. Ability to work independently. Ability to work effectively in a team environment and able to convey key information to staff in an organized and timely manner. Positive attitude. Proficiency with MS Office products, especially Word, Excel, Access and PowerPoint. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.	X	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction	X	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating	X	
Ability to relate well in multicultural environments;	X	
Ability to effectively collaborate with other volunteer match staff;	X	
Ability to use time effectively;	X	
Ability to focus on details.	X	
Ability to collect meaningful data and draw solid conclusions.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Routine office environment. Flexible work hours to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods.



Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Continuous Improvement & Gets Results	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
Decisiveness & Judgment	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
Open Communication	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.



Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
--------------------------	--

Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: