

CHILDREN'S SERVICES COUNCIL OF LEON COUNTY (CSC Leon)
POSITION DESCRIPTION
PROGRAM ACCOUNTABILITY AND RESEARCH MANAGER
REPORTS TO: Director of Finance and Operations

Position Summary:

The Program Accountability and Research Manager (PA/RM) is responsible for monitoring the implementation and accountability of programs funded by the CSC of Leon County. Additionally, the PA/RM will use research methods (analysis, statistics, assessments, etc.) to help develop and provide data-driven programming options in which the Council can invest to yield positive outcomes for children, youth and families in Leon County. The selected candidate will demonstrate expertise in planning, developing and communicating accountability measures for funded programs and initiatives. The PA/RM will take the lead in coordinating and implementing program evaluation processes and procedures, and work directly with any contractors retained by the Council to perform said evaluations and monitoring to assess the effectiveness of the Council's approaches to achieve its outcomes. This position will work collaboratively with CSC staff, as well as relevant external organizations and partners.

This is a full-time, salaried position with benefits.

Primary Responsibilities:

The PA/RM has primary responsibility for oversight, governance, and accountability in the integration of evaluation processes that support the tactical and strategic efforts required to achieve programmatic objectives, goals and outcomes.

Duties and Responsibilities:

- Coordinate investment partner engagement, relations, and training.
- Engage in learning conversations with stakeholders on evaluation findings and Recommendations.
- Develop capacity-building/technical assistance initiatives and objectives, with joint oversight of any entities retained to perform these functions.
- Facilitates contract staff and providers data use through technical assistance and development of resources and trainings regarding data quality, analysis, and evaluation findings.
- Supports the development of resources and trainings to support applicants, reviewers, and service providers.
- Support the development and use of program metrics and reporting dashboards for continuous learning and quality improvement, as well as aggregation and trending across programs over time.
- Hold providers, self, and team members accountable for achieving contract and program outcomes.
- Statistically analyze the outcome performance of funded programs data relevant to the service delivery impact and larger system of care.
- Design and develop program outcome measures and evaluations based on prior program performance and identified best practices.
- Assesses program efficacy and develops programmatic refinements
- Ensures adherence to data collection requirements.

- maintain sound data collection tools and systems to capture meaningful program, operational and community data
- Coordinate and participate in research, needs assessments, and program and outcome evaluations
- Conduct background literature search and community indicator research
- Conduct on-site program quality observations in conjunction with program evaluations.
- Maintain an annual work calendar of provider milestone contract dates, events, and visits.

Experience, Knowledge, Skills, and Abilities:

- Demonstrate knowledge of standard practices in the fields of nonprofit management, local government, public procurement, contract administration, budgeting, data collection, and program evaluation.
- Demonstrate knowledge of best practices in quality assurance and/or continuous quality improvement and the appropriate programmatic area of assignment related to child/youth/family services.
- Provide project management skills to effectively plan and prioritize work assignments, as well as to work efficiently on several projects simultaneously, both independently and within a team.
- Ability to communicate effectively both orally and in writing
- Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities.
- Must possess valid driver's license and vehicle insurance or have other means to enable travel locally and non-locally, including getting to work and going to other locations during the day for meetings, etc.

Minimum Educational Requirements:

Bachelor's degree and three (3) years or more successful experience OR Associate's degree and five (5) years or more successful experience supporting a senior official in a governmental, not-for-profit agency or complex business environment performing high-level administrative duties.

Physical Demands & Working Conditions:

The employee performs work in a normal office setting within a reasonable environment. While performing the duties of this job, the employee may be required to perform local and non-local travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Compensation:

\$65,000 - \$75,000, commensurate with experience and qualifications, plus benefits.