

Job Title: Data, Outcome and Evaluation Manager		
Work Location: 6 N. 5 th Street		
Department: Operations		
Reports To: Director of Operations		
Work Environment: Traditional Office Environment		
Physical Demands: Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.		
Work Hours: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time	Classification <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Travel Required <input type="checkbox"/> Yes % <input checked="" type="checkbox"/> No

Position Summary:

This position will support the team at the YWCA Richmond with data analysis, outcomes, and evaluation of programs. The position will play a critical role in supporting the agency with analytics that will drive program direction and funding opportunities based on trends and data presented through data. You will work on a variety of projects relating to recording, tracking, and reporting YWCA client data and early education programs. You will help update, revise, and support YWCA database users, improve internal reporting processes, and assist in the creation of detailed documentation relating to YWCA client systems, processes, and procedures. In coordination with the Director of Operations, the position will be responsible for identifying and creating efficiencies for data collection and reporting. The position will also assist with oversight of the database management system and the day-to-day functions of the division for smooth efficient operation. This person will coordinate the data collection and reporting process at YWCA Richmond, ensuring organizational needs are met to community stakeholders and funders of the YWCA Richmond.

Role & Responsibilities:

Provide support to the Director of Operations, Sr. Director of Domestic & Sexual Violence Services, Sr. Director of Sprout Schools, Sr. Director of Philanthropy, and other key staff for functional tasks including but not limited to:

- Support program wide data compilation, analysis, and visualization that will inform ongoing program involvement, accountability, and learning to support strategic decision-making.
- Prepare standardized monthly and quarterly client data reports and occasional “ad-hoc” reports for the YWCA program staff.
- Continuously monitor data quality and institute workflow strategies to encourage high performance and program effectiveness.
- Work with the DOO to envision, develop, and deliver standardized training to YWCA client database users.
- Use machine learning, data mining, analytics, and visualization for program evaluation, to derive actionable improvements and support teams in understanding and making informed decisions.

- Provide ongoing customer service and technical support to YWCA client database users.
- Help update and develop data entry forms, training materials, user guides, and other materials.
- Provide administrative support and supervise filing system for Development Office.
- Assist in creating detailed documentation of database workflows, customizations, and data entry processes within YWCA's client databases.
- Provide data entry and data "clean-up" support to program staff monthly.
- Identify ways to better show YWCA's impact using existing data sources.
- Work with leadership to identify key areas of improvement and initial priorities.
- Maintain working relationships with other agency staff to ensure strong collaboration around data collection and reporting activities.
- Create graphs, charts, or other visualizations to convey the results of the data analysis using data analysis software and tools.
- Analyze, manipulate, or process large sets of data using statistical software.
- Create and maintain dashboards and reports to track key metrics.
- Coordinate and perform in-depth data analysis.
- Prepare reports for leadership that effectively communicates trends, patterns, and predictions using relevant data.
- Keep management apprised of system issues and problems.
- Deliver oral or written presentations of the results of data analysis.
- Other duties as assigned by the Director of Operations

Education & Experience:

- Bachelor's degree or equivalent experience
- (3) years of relevant professional experience
- Experience in business analytics or data science

Required Knowledge:

- Must be able to effectively analyze, investigate, resolve, and recommend action for improvements and resolution.
- Ability to analyze data sets.
- Improving operational efficiencies and effectiveness
- Providing training or presentations
- Ability to create synthesized and impactful data visualizations across multiple projects for a variety of data sets and audiences.
- Knowledge of and commitment to YWCA Richmond's mission and vision
- Excellent oral and written communication skills
- Ability to develop and maintain networks and relationships.
- Ability to work with a diverse team.
- Close attention to detail with strong organizational and project management skills
- Ability to track, meet, and maintain a variety of deadlines.
- Ability to work independently.
- Proficient in Microsoft Office Suite, Zoom

The YWCA Richmond provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

This position is subject to grant funding.

Employee Name Printed

Employee Signature

Date

Manager Signature

Date