



United Way
of Greater Greensboro

POSITION DESCRIPTION

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| JOB TITLE: | Manager, Monitoring, Evaluation & Research (MER) |
| DEPARTMENT: | Community Impact (CI) |
| LOCATION: | United Way of Greater Greensboro (UWGG) |
| REPORTS TO (Title): | Chief Community Impact Officer |
| FLSA STATUS: | Exempt |
| UPDATE DATE: | August 2022 |

POSITION SUMMARY:

The Monitoring, Evaluation & Research (MER) Manager will oversee all monitoring, evaluation & research activities of programs funded by UWGG. This individual will be responsible for designing, implementing, and managing a system of monitoring and evaluation – collecting, verifying, and reporting qualitative and quantitative data on UWGG-funded program activities including progress, impact, learnings, and best practices.

The MER Manager will work with CI departmental leadership, colleagues and possibly partner agency staff, community members, project managers or consultants to ensure that a robust system of monitoring and evaluation is established for all of UWGG's community investments and partnerships.

This position will be responsible for ensuring that UWGG's community investments are informed by current research and best or promising practices. Through coordination of internal progress measurement, learning, data, and best practice research, the MER Manager will contribute to a collaborative and adaptive approach, ensuring that findings from data are accurate and are properly safeguarded in line with UWGG's policies and procedures. The MER Manager will also serve as a catalyst for how technologies can be used as an enabler for adaptive change management and propelling outcomes.

ESSENTIAL FUNCTIONS:

- Manage the implementation and oversight of UWGG's data collection program monitoring approaches including collecting, analyzing, and reporting key data of UWGG-funded programs to ensure that benchmarks are reached and impact realized
- Partner with various team members to ensure that accurate and compelling outcomes and quantitative and qualitative data are captured and integrated into marketing collateral, funding proposals (including grants), and annual reporting to investors and general public.

- Perform periodic trend analyses of program data to equip UWGG to proactively manage with partner agencies variances in service delivery and anticipated outcomes
- Demonstrate and be an effective communicator across technical and non-technical audiences.
- Provide ongoing training and technical support to designated staff.
- Lead cycles of improving data collection tools to ensure they are usable for program staff and partner sites.
- Establish and maintain data integrity
- Champion UWGG's mission & demonstrate strong alignment with organizational culture and values.
- Uphold and live out our Core Values and Commitment to Diversity, Equity and Inclusiveness.
- Continually research and share opportunities, best practices, trends, and benchmark data to inform United Way
- Actively participate in identified opportunities for professional growth, including supervisory and team meetings, trainings, and organization-wide events.
- Establish positive relationships with related internal partners, corporate, charitable, civic, community and government organizations, providing accurate and quality customer service and information to external clients and stakeholders.
- Collaborate and serve as the project lead with an evaluation partners to refine and improve upon UWGG's evaluation strategy
- Produce regular reports and/or dashboards that are aligned with UWGG's strategic goals and that to expands UWGG's ability to respond to data-driven inquiries in a timely manner.

OTHER DUTIES:

- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience in qualitative, quantitative and mixed research methods and analysis, using a wide variety of analytical tools
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Must demonstrate ability to gather, analyze and summarize data for use in planning, service delivery and continuous quality improvement efforts.
- Ability to approach best practice research, issue framing, and information synthesis with creativity and curiosity
- Experience shaping organizational learning practice, including performance measurement and continuous improvement
- Excellent organizational and time management skills and ability to track simultaneous deliverables and milestones across multiple projects.
- Must be extremely detail oriented.
- Must be able to interpret and explain large amounts of information in a simple, organized manner
- Must have strong math skills and business acumen.
- Must have strong strategic thinking skills.
- Must be proficient in Microsoft Office and other statistical and reporting software applications.
- Must be able to learn new technology applications.

- Technical expertise regarding data models, database design development, data mining and segmentation techniques
- Must be curious and resourceful.
- Ability to multi-task and to prioritize tasks.
- Must be dedicated to confidentiality.
- Strong skills at framing complex ideas and information into a narrative that is accessible to multiple audiences
- Excellent interpersonal skills
- Capacity to work independently and collaboratively
- Must have excellent written and oral communication skills.
- Must have a process improvement mind-set and attention to detail.
- Possess a desire to make an impact in a nonprofit organization.
- Must be dedicated to mission of United Way of Greater Greensboro.
- Must demonstrate professional maturity and personal accountability.
- Experience in developing and implementing capacity strengthening approaches that leverage multiple learning approaches and media
- The ability to work well under pressure and skilled in change management, crisis management, and problem solving.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Minimum Bachelor's Degree in Social Science, Public Administration, Planning or related degree.
- Demonstrated knowledge of research and evaluation work, especially mixed methods and the implementation of data collection tools.
- Experience with the use of statistical software.
- Demonstrated skills in providing training and technical assistance for program evaluation.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Knowledgeable of nonprofit program design and management.
- Understanding of the component parts of a program theory of change/logic model and the linkages between the component parts (i.e., inputs, activities, outputs; levels of outcomes).
- Demonstrated experience in designing work plans and managing for results.
- Ability to establish good working relationships with staff members, volunteers, contributors, agencies, etc.
- Ability to work well independently and within a team including staff and volunteers; strong interpersonal skills.
- Ability to effectively present information to top management, public groups, and boards of directors.
- Ability to work in a fast-paced environment and juggle multiple priorities; ability to react and adjust quickly to changing conditions.
- Ability to complete complex and time-sensitive work.
- Experience in working with software such as Microsoft Word, Outlook, Excel or other similar programs.

PHYSICAL REQUIREMENTS:

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.

While performing the duties of this job, the employee is required to:

| Regularly: 66% of time or more | Frequently: 33% to 66% of the time | Occasionally: 33% of the time or less |
|--|--|---|
| Sit | Stand | Climb |
| Talk | Walk | Balance |
| Hear | Reach with hands and arms | Stoop |
| Use hands to handle or feel | | Kneel/Crouch |

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| Lifting: | Able to lift 30 pounds without assistance. |
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| Vision: | Close vision | Distance vision | Ability to adjust focus |
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Hazards Exposure: the employee is occasionally exposed to:

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|------------------|----------------------------|---------------------------|
| The potential of | Working Conditions: | Noise Levels: |
| | Normal business office | Usually below OSHA limits |