



The Ability Center

Data Outcomes Manager

Posting Date: 08/31/2020

The Ability Center (ACT) is a non-profit Center for Independent Living serving seven counties in NW Ohio. With the assistance of competent, professional staff, and the support of volunteers, ACT works for the rights and concerns of people living with disabilities on local, state, regional, and national levels. ACT is an equal opportunity employer that strongly encourages minorities and people with disabilities to apply for all open positions. We offer competitive pay and access to a comprehensive benefit package.

Position Summary:

The Data Outcomes Manager oversees the collection and analysis of outcomes data in order to provide Directors with program successes and operational improvement initiatives. The Manager ensures quality data sets are available to report on agency performance, gauge progress with strategic plans, guide strategic engagement, and communicate community impact. The Manager will assist in establishing data collection and reporting methods designed to better inform and maximize the use of financial and personnel resources. The Data Outcomes Manager oversees the compliance of consumer data as required by Federal, State, and local funding resources. They work to support all agency programming by serving as the primary trainer and liaison for all data-related information. They support staff by providing trainings focused on improving the consistency and understanding of data related inputs and outputs. The Manager will assist all programs in the formation of data entry procedures, as well as electronic manuals that work to improve data accuracy, efficiency, and usefulness for internal and external reporting.

Main Essential Functions:

1. Responsible for the administration of the organization's consumer database system.
2. Develops data collection practices and monitors uniform data collection compliance across all programs.
3. Maintain and enhance the database reporting system to ensure consumer and agency information is recorded, measured and tracked in an efficient and useful way.
4. Compiles data that represents outcomes and evaluates content to ensure core service requirements are represented accurately.
5. Responsible for maintaining full agency compliance with reporting methods.
6. Deliver and track initial, annual and remedial database training for all staff utilizing the database.
7. Develop visual communication aids via high tech formats including PowerPoint/GIS mapping.
8. Troubleshoot systemic inquiries and offer corrective and/or mitigative solutions to data barriers.
9. Assist the Associate Director in monitoring each Program's key performance indicators (KPI's).
10. Assist the Associate Director in creating quarterly and year end program outcomes reports.
11. Serve as main liaison regarding database communications, and future relations with external vendors.
12. Manage all survey operations. Oversee Consumer Survey Associate.
13. Assist Director of Strategic Engagement with Partnership Database design and infrastructure.
14. Maintain effective and positive working relationships with all staff, as well as other agencies/service providers in order to encourage referrals, promote cooperation and ensure effectiveness of services.
15. May be required to attend community events, seminars, and/or professional meetings.

Qualifications:

Experience, Education, and Licensure

Bachelor's degree preferred in related administrative field. Must have at least 2 years' database experience. Must have advanced experience in Excel and be able to manipulate data. Must have experience analyzing data, and create reports with graphs, and charts. Prefer employee have 2-4 years' experience in database management and data analytics. Experience with Salesforce database system is very helpful.



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Knowledge, Skills, and Abilities

Must have above average data entry skills with an advanced level of experience using a database system. Demonstrated problem solving, analytical reasoning, and decision-making skills. Excellent interpersonal skills and strong interviewing and assessment skills. Must be able to spend long periods of time reviewing and gathering data, document results and report on findings. Above average oral and written communication skills with excellent follow-up skills.

Physical Demands:

The physical demands described within this job description 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. The person in this position will need to remain stationary for periods of time working at a desk; will need to occasionally move about inside the office to access office supplies, file cabinets, office desk, computer, etc. The employee will operate a computer, copier, and printer. The employee may have to move office items/equipment weighing up to 15 pounds. The employee will frequently move from one office space to another and occasionally from one building to another. The person in this position frequently communicates with others; converse, convey, and exchange accurate information. The position will occasionally require the employee to operate a personal and company owned vehicle.

Work Environment:

The work environment described within this job description will be encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently indoors and may go outdoors to move from one worksite to another. At times, this position will require extended work hours. The noise level in the work environment is considered low.

All candidates must pass an FBI/BCII background check and drug screen if position is offered.

Please submit resumes with cover letter to: hr@abilitycenter.org or fax to 419-885-5005