



Department	Programs
Job Title	<b>Manager of Program Evaluation</b>
Reports to	Vice President & Chief Program Officer

<b>Travel Required:</b> ✓ Local	<b>Type of position:</b> ✓ Full-time, Exempt	<b>Hours:</b> ✓ 40 hours Exempt ✓ 8:00am – 4:30pm M-F ✓ Some Evenings and Saturdays are required as scheduled
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**GENERAL POSITION DESCRIPTION**

The Manager of Program Evaluation’s primary responsibility is to serve as a strategist, leader, and manager in all stages of the creation and implementation of CLD’s evaluation and data management plan. This role leads and frames research questions to drive the collection of program data and inform program improvements through implementing the Continuous Quality Improvement (CQI) process. The Manager of Program Evaluation ensures accurate and timely collection, input, recording, tracking, and reporting of data related to key CLD success metrics, program outcomes, and organizational goals. This position leads the writing of evaluation reports that demonstrate the completion of outcomes and impact of CLD program and services.

This position is responsible for making meaning from data, monitoring progress towards CLD benchmarks and outcomes, leading the Impact Team, managing the CQI process, and collaborating with other teams to support their use of data. This position supervises the Data Analyst, Evaluation Assistant, and Data Entry Assistant. It is essential that the person in this role have excellent written communication, strong organizational skills, and knowledge of Black youth opportunities and challenges.

**ROLES & RESPONSIBILITIES**

- Manages, updates, and ensures completion of the evaluation and data management plan.
- Holds accountability for overseeing the implementation of the plan and keeping the evaluation cycle moving forward.
- Trains staff on the evaluation plan, logic models, the data management plan, data tools, dashboard(s), and evaluation-related standard operating procedures (SOPs).
- Communicates with program staff about their data collection process, timeline, and responsibilities.
- Provides guidance to program staff on how to make meaning from data and how to use data to inform and complete required program forms (Close-Out forms, etc.).
- Oversees evaluation-related SOPs and ensures compliance with these procedures. Manages completion of evaluation-related tasks in Monday.com across the team.
- Maintains and updates program data tools and systems, as needed. Modifies data tools and program surveys as needed to answer key research questions.
- Audits the use of data tools.



# CENTER FOR LEADERSHIP DEVELOPMENT

Cultivating Character / Empowering Youth / Enriching Community

- Works with CLD leaders (Vice President & Chief Program Officer, Manager of Programs, Manager of Community Programs, and Director of College Prep Institute (CPI) to support the seamless integration of data among all organizational functions to ensure accurate, reliable, and timely communication of this data to all stakeholders.
- Consistently reviews and communicates outcomes with the Vice President & Chief Program Officer (and other program staff).
- Produces accurate, reliable, and timely reports at the request of CLD leadership, including monthly organizational goals, grant reports, and board reports that demonstrate the completion of outcomes and impact of CLD program and services.
- Schedules and facilitates all Impact Team meetings and yearly Evaluation meetings with the entire staff.
- Leads the program staff team dedicated to CQI and the organization as a whole through the CQI process, ensuring that identified program improvements and action items are implemented.
- Maintains software contract agreements and relationships with cloud-based vendors.
- Maintains data sharing agreements with partners (Rooney Foundation, schools, etc.) to ensure timely collection and receipt of data related to outcomes and organizational goals.
- Performs final data review and submits data request to the National Student Clearinghouse.
- Analyzes the return of National Student Clearinghouse data in collaboration with the Vice President & Chief Program Office, Data Analyst, Director of CPI, Manager of Programs, and Manager of Community Programs. These key leaders inform and drive the Data Analyst's direction in answering program progress towards organizational benchmarks.
- Collaborates with CLD staff in responding to data inquiries.
- Provides oversight to the Data Analyst, Evaluation Assistant, and Data Entry Assistant regarding data cleaning procedures and data visualization needs.
- Leads the Data Analyst, Evaluation Assistant, and Data Entry Assistant to assess how data is coming in and how it will need to be organized so that when it is needed, it can easily be used, i.e., shared database, Tableau, and National Student Clearing House.
- Works with the Data Analyst to define and design data projects.
- Remains aware of research in the fields of post-secondary education and college & career readiness. Uses trends and research to inform evaluation activities and program improvement efforts.
- Complies with mandatory attendance at the following annual CLD events: Minority Achievers Awards and Scholars Gala, College Prep Conference, and Indiana Black Expo.
- Follows professional personal presentation standards and adheres to the Dress Code Policy.
- May perform specialized activities in direct support of the accomplishment of the program objectives and the CLD mission.

## **WORK EXPERIENCE AND SKILLS REQUIREMENTS**

- Preference will go to candidates with at least 5 years management and evaluation experience.
- Experience in training and supervising staff.
- Experience in program evaluation and Continuous Quality Improvement.
- Experience analyzing data and reporting on outcomes and impact.
- Experience writing summary reports and preparing slide deck presentations.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate information with attention to detail and accuracy.
- Extensive knowledge of student assessment and program evaluation in an educational setting.

- Familiarity with Salesforce Customer Relationship Management (CRM) database platform.
- Familiarity with Survey Monkey.
- Familiarity with data visualization software applications such as Tableau Desktop.
- Familiarity with National Student Clearing House.
- Familiarity with Monday.com project management web application.
- Functional skills with Windows 10, Microsoft Office, particularly Excel and PowerPoint.

#### **ATTRIBUTES**

- Communicator. Excellent verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but also work to solve it.
- Team player. Works well independently, but recognizes the value of working with teams.
- Flexible. Must be willing to learn quickly and respond to changing environment.
- Efficient. Able to multi-task, prioritize, and manage multiple projects in a fast-paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about CLD's mission, youth, and the communities we serve.
- Character. Impeccable.

#### **EDUCATION and/or CERTIFICATION REQUIREMENTS**

Bachelor's Degree required in Education, Social Work, Public Administration, Sociology, or a related field.

#### **PHYSICAL REQUIREMENTS/DEMANDS**

- Generally sedentary work, remaining in a stationary position for long periods of time, extensive computer usage, and hand-eye coordination. Events do require physical exertion, including lifting of boxes and tubs, moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- Must be willing to work some evenings and weekends.

#### **WORK ENVIRONMENT**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators, and photocopiers.