



Position: **Organization Learning Manager**

Reports To: **Senior Director of Programs & Evaluation**

About the Position: Hope Builders seeks an experienced manager to lead the organization's efforts in data collection, reporting, and analysis; to lead and support staff in using data to drive program improvement; and to help develop a culture of continuous improvement and a culture of inquiry in which program decisions are based on an analysis of key outcomes. The ideal candidate will also have a passion for making a difference in the lives of opportunity youth.

Position Summary: The Organization Learning Manager provides day-to-day leadership, coordination, and support for the organization's data and evaluation-related activities in order to assess program outcomes, support continuous improvement, and meet organizational goals. This individual works closely with the Senior Leadership team to provide timely and accurate data in an effort to help the agency effectively manage and improve performance in programs/services, demonstrate program results and impact, support program development and expansion efforts, and inform resource allocation decisions.

Position Dimensions:

- Work with senior leadership to define a learning agenda that supports organizational goals for impact.
 - Works with management to inform, design and promote linkages between data collection and utilization and program design, operations, and assessment for the purpose of performance improvement.

- Drive and support the data collection, reporting, and analysis required to support the organization's learning agenda.
 - Progressively refine data needs and collection in line with our program model and desired outcomes.
 - Analyze, synthesize and report data in forms that are useful and relevant to meet the organization's operating, decision-making and reporting needs.
 - Define and implement the regular use of data reports and analysis by staff to assess performance and support learning. Produce or ensure the production of these reports in a consistent, timely and accurate manner.
 - Customize and maintain data collection and reporting systems, tools and processes.

- Work closely with staff to develop a culture of using data to drive decision-making and program improvement.
 - Provide regular guidance and assistance, including the coordination of training and technical support, to staff to support data collection, tracking and utilization.

- Develop and refine processes/protocols for timely and consistent data collection and reporting, and support staff in adopting these.
- Work with senior leadership to disseminate data to internal and external stakeholders, including: Staff and board dashboards, our website, corporate and community partners, and foundations.
- Other projects and responsibilities as needed to advance the strategic data management and institutional learning priorities of Hope Builders

Qualifications:

- Experience defining, driving and supporting a learning agenda through data collection, reporting, analysis and usage.
- Experience developing a culture of data-driven decision-making and supporting staff in making this shift.
- Excellent communication skills both oral and written, with the ability to convert sophisticated technical information into accessible and meaningful information for use in decision making and program improvement.
- Experience with data entry and collection, data analysis and data reporting tools and techniques. Excellent ability to analyze data and draw out learnings and implications.
- Proficiency with Excel required. Experience working with data management software and/or new technology a plus.
- Experience with and appreciation for working in a resource-constrained, nonprofit or community-based setting with colleagues who are deeply passionate about the organization's mission and clients.
- Ability to create and maintain strong relationships interdepartmentally to advance the mission and ensure positive outcomes for participants.
- Must be organized, detail oriented, energetic and able to work independently to meet deadlines.
- Hunger for excellence and passion to own one's work.
- M.A. preferred, B.A. required in related field

ADDITIONAL REQUIREMENTS:

Physical Requirements

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

Mental Requirements

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

Essential Values-Based, Leadership and Management Competencies

- Demonstrates competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the mission of the Sisters of St. Joseph/ Taller San Jose/ Hope Builders.

Compensation & Work Hours

Salary range related to experience. Full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Taller San Jose may be terminated at will by the employee or Taller San Jose at any time with or without cause and with or without notice.

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DATE

EMPLOYEE PRINTED NAME

EMPLOYEE SIGNATURE