



Job Title: Director of Evaluation and Quality

This position reports to: Vice President of Operations

Location: Remote

Job Summary

Oversees and administers key evaluation platforms, data management, and provides operational support to staff. This position advances areas related to data collection platforms, data management, data analysis, reporting, and secondary research. The Evaluation Systems Administrator will also provide helpdesk support to staff. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

Key Duties & Responsibilities

- Sets and meets divisional goals collaboratively based on Strategic Plan, research, metrics, and key trends.
- Responsible for key Strategic Plan Tasks.
- Ensures divisional plan dovetails with the Strategic Plan for the organization and other key plans such as marketing plan, annual budget, and leadership priorities.
- Informs CEO and/or Leadership of issues that require a larger organizational solution.
- Provides updates to key internal parties and explores key innovations appropriate to the organization to address changes or emerging trends.
- Deep integration of divisional duties and planning to ensure efficiency and effectiveness.
- Assists in the communication of key information both internally and externally to enhance the organization's mission and Strategic Plan.
- Interfaces and works collaboratively with other staff to carry out duties and functions of the organization and ensure unity and non-duplication of effort.
- Participates in the development of innovative program delivery approaches as assigned, as well as develops and/or assists in the development of implementation plans and strategies as they relate to trends in a given topic area.
- Develops data measurement instruments such as pre-posttests, program forms, indices, and/or interview/focus group guides to assist in data collection.
- Oversees the monitoring of the external environment in key areas and suggests areas for further research or attention by the organization.
- Conducts or delegates general research as needed; provides concrete and reliable recommendations based on research findings.
- Delegates data management and data analysis to staff members as appropriate.
- Disseminates and integrates key internal data.
- Provides coaching, training, and ongoing support to program managers with evaluation team to ensure complete understanding of data required for program outcomes and quality implementation, including orientation of all new employees to their responsibilities concerning the data collection system and procedures.



- Works collaboratively with the programming and evaluation team to review data collected for accuracy and quality and identify data collection problems.
- Works collaboratively with the evaluation team to ensure internal program evaluation is progressing as planned and needed with both reliability and validity.
- Produces write-up or report of data analysis findings via organizational summaries, project closing reports (including quality assurance, ROI, and project outcomes), and other relevant report types.
- Represents the organization as appropriate at national conferences, webinars, or other pertinent venues, presenting results of internal evaluation or topic specific.

Competencies

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **ATTENTION TO DETAIL** – Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job; accurately checks processes and tasks; is watchful over a period of time.
- **DELEGATION** – Allocates decision-making authority and/or task responsibility to appropriate others to maximize the organization and individuals' effectiveness.
- **EMBRACES CHANGE** – Actively identifies problems and opportunities for change and implements solutions where appropriate. Maintains effectiveness when experiencing major changes in work tasks or the work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.
- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one's work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **BUILDING A HIGH PERFORMING TEAM** – Develops a capable, diverse, and cohesive team to maximize their collective skills and talents; motivates others to achieve the organization's goals; recognizes and rewards contributions.

Company Values

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** —Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people's unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.



Minimum Qualifications

- Master’s degree in related field required, PhD a plus.
- Minimum three (3) years management experience required.
- At least four (4) years of experience in program evaluation, research, or related area.
- Must pass a background screen, including local, state, and federal law check, employment reference check, DMV check, and criminal records check.

Preferred Qualifications

- Reads and writes in Spanish and English.
- Bicultural experience preferred.

Skills/Knowledge/Abilities

- Excellent writing and verbal communication skills.
- Ability to effectively lead, organize, and direct the work of others.
- Demonstrated ability to design and implement short and long-range objectives.
- Proven ability to make recommendations on various topics, detailed, controversial, simple, or complex.
- Ability to relate to a wide variety of people and to observe, listen, motivate, and provide leadership.
- Excellent skills in data visualization, interpretation, report writing and presentations.
- Advanced knowledge of Tableau, Microsoft SQL, or equivalent.
- Knowledge of research and evaluation methodologies.
- Ability to handle multiple concurrent activities, work under pressure, and prioritize work effectively to meet deadlines.
- Excellent organization and time management skills.
- Understand the foundations of program evaluation in a community-based setting.
- Computer literacy with proficiency in spreadsheet, database, presentation, and Word processing software.
- Reliable transportation, valid driver’s license, and insurance required on a vehicle used for work purposes (employee must be listed on insurance).

Job Class:	Senior Management
Position Status:	Exempt

Physical Demands

While performing the duties of this role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds



occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company's discretion, formally or informally, either verbally or in writing.



Acknowledgment

I have read and understand this job description and certify that I am qualified to perform this job, with or without reasonable accommodation.

Click or tap here to enter text.

Name (Print)

Employee Signature and Date

Click or tap here to enter text.

Supervisor's Name (Print)

Supervisor's Signature and Date