



Job Description

Job Title:	Research and Evaluation Analyst
Department:	Research and Evaluation
Reports To:	Director of Research
FLSA Status:	Exempt
Pay Grade:	20
Supervises:	None

Summary:

The Research and Evaluation Analyst is a critical member of both cross- and inter-departmental teams at The Children's Trust who engages in proactive problem-solving and critical thinking/analysis related to the design and effectiveness of various child, youth and family services. Primary responsibilities include: contributing to effective program and systems designs for The Children's Trust's priority investments in child, youth and family services; designing and maintaining sound data collection tools and systems to capture meaningful program, operational and community data in a user-friendly, accessible manner; and analyzing and making meaning from available data to tell our stories using compelling visualizations and reports, with an intentional focus on the specific audience and purpose of the message.

This exempt, salaried position works under general supervision and support of the director of research. Work performance is reviewed through conferences, reports and observation of results achieved.

Essential Duties and Responsibilities include the following:

1. Contribute to effective program and system designs for The Children's Trust's priority investments in child, youth and family services, by carrying out the following:
 - a. Identify, critically review and synthesize relevant literature to promote learning and inform planning efforts, using academic search tools, the world wide web, professional evaluation resources and direct contacts with model programs.
 - b. Support development and system set-up of program services solicitation content and requirements, as well as the associated grant application questions and review criteria that will assist in selecting the most qualified applicants.
 - c. Review and rate grant applications for appropriateness, quality and content, to assist in funding decisions.
 - d. Support the development of resources and trainings to support applicants, reviewers and service providers.
 - e. Support development of tools and templates set-up of program services contract requirements related to quality implementation and program evaluation data that will support contract staff in negotiations.

2. Design and maintain sound data collection tools and systems to capture meaningful program, operational and community data in a user-friendly, accessible manner, by carrying out the following:
 - a. Review and identify reliable and valid measurement instruments for quantity, quality and outcomes performance measures that yield meaningful results and are practical for use with real world, diverse Miami-Dade County populations.
 - b. Design basic survey, interview, focus group and structured field observation tools, when needed.
 - c. Set up data reporting systems parameters for programs to enter participant, attendance and outcomes data.
 - d. Support the development and use of program metrics and reporting dashboards for continuous learning and improvement, as well as aggregation and trending across programs over time.
 - e. Facilitate contract staff and providers data use through technical assistance and development of resources and trainings regarding data quality, analysis, and evaluation findings.
 - f. Conduct on-site program quality observations and ratings.
 - g. Participate in the development and improvement of automated data management systems, including system testing as new components/functionality are rolled out.
3. Analyze and make meaning from available data to tell our stories using compelling visualizations and reports, with an intentional focus on the specific audience and purpose of the message, by carrying out the following:
 - a. Apply participatory planning and evaluation methods to consider the data context, including program environments, cultural factors and input/feedback from participants.
 - b. Engage in learning conversations with stakeholders on evaluation findings and recommendations.
 - c. Ongoing data management, including cleaning, merging and organizing large quantitative data sets, creating/updating data dictionaries/audit trails, and preparing datasets for analysis.
 - d. Perform data analyses, including developing and running data queries and syntax in Trust data systems, Excel, Power BI, R, geocoding/mapping, and similar tools, creating/updating documentation of analysis steps/audit trails.
 - e. Utilize appropriate statistical (inferential) and sampling techniques to ensure high levels of confidence and reliability of results.
 - f. Utilize Business Intelligence (BI) tools to access data and complete analyses in a reliable and efficient manner.
 - g. Participate in development, maintenance and implementation of comprehensive research and evaluation plans for each initiative and for cross-initiative projects,

including use of secondary data sources, in collaboration with other Trust staff and community stakeholders.

- h. Analyze, synthesize, and interpret data at the program and initiative levels.
- i. Provide evaluation results to support annual contract renewal processes.
- j. Summarize annual progress and results for each initiative, using clear and concise written narrative, data charts and effective visualizations.
- k. Create statistical, technical, and narrative reports when needed.
- l. Support competitive bid process in selecting external evaluators when needed.
- m. Manage and oversee contracts with external evaluators when needed.
- n. Disseminate findings at various local, state, and national conferences, meetings and publications.
- o. Participate on committees and groups that involve child and family research and evaluation projects when needed.

Other duties to be assigned including serving on core teams executing special projects related to organizational priorities.

Requirements:

- 4-year/bachelor's degree from an accredited college or university in Psychology, Social Sciences, Education, Public Health, or related field with relevant specialized training related to core business functions particularly with Data Analytics or Information Management; master's degree strongly preferred.
- At least three (3) years of directly related experience in data analysis, planning, program evaluation and/or research in the social sciences related to programming for children and families.
- Strong analytical/critical thinking skills and content area knowledge and expertise related to funded program areas of The Children's Trust and program evaluation/performance measurement.
- Knowledge of publicly available secondary community data sources relevant to Trust program investments.
- Knowledge of various continuous quality improvement (CQI) frameworks and processes, quantitative and qualitative research and evaluation methods and design.
- Solid proficiency in the use of all basic office software applications (including Word, Excel, PowerPoint, etc.), as well as data access, analysis and statistical programs (including Trust data systems, Excel, Power BI, R, geocoding/mapping, and similar tools).
- Experience designing and producing effective data visualizations utilizing Power BI, Excel, PowerPoint, mapping software, infographic, and other related applications.
- Basic knowledge of database management, basic HTML coding and technical skills to test and configure data information reporting systems.
- Demonstrated knowledge, skills and experience in development and management of large, complex datasets, including quality assurance, data cleaning and statistical analysis.
- Ability to gather and analyze available data/information and draw logical conclusions.
- Ability to effectively communicate results verbally and in writing to audiences of various levels and backgrounds, including formal presentations and clearly designed reports.
- Large and small group facilitation skills.

- Strong interpersonal skills to establish and maintain effective cross- and inter-departmental collaborative team relationships with co-workers and funded service providers, with an emphasis on teamwork, collaboration and proactive problem-solving.
- Demonstrated ability to work effectively on several projects simultaneously in a fast-paced work environment, and to accomplish assignments independently given basic guidelines and parameters.

General Knowledge and Communication Skills:

Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public in a courteous, professional manner. Possess time management skills, computer skills, planning skills, multitasking skills, leadership skills, stress management skills, and problem-solving skills. Excellent interpersonal skills with patience, flexibility, consideration, discretion, tact, confidence, self-reliance, initiative, adaptability and effectiveness in dealing with peoples' diverse skills and understanding.

Other Requirements:

Valid Florida driver's license and appropriate automobile insurance for travel to occasional off-site program observations and community meetings. Must be able to drive within Miami-Dade County.

Employee Behavior:

Respectful; team player; organized; detail oriented; resourceful; able to work in an open environment; people/customer service oriented; demonstrated ability to work effectively on several assignments simultaneously, and to accomplish assignments independently given basic guidelines and parameters; able to keep abreast of current professional practices.

Work Environment:

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this position. During daily work, the incumbent alternates physical activities such as sitting and walking around the various areas of the organization. In addition, extensive use of computers (monitors and keyboards) to include sitting for long periods of time and consistent, repetitive hand motion use of computer keyboard is essential to the position. Specific vision abilities required by this position include close vision, distance vision, depth perception and the ability to focus. May be required to lift items of moderate weight up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The workplace is a comfort-controlled office environment. The noise level in the work environment is usually moderate. When outside the office the work environment, the employee is occasionally exposed to outside weather conditions.

Hybrid Work Arrangement

This position is allowed to use The Children's Trust hybrid work arrangement of flexible working schedule that allows employees to work both remotely and from the Miami office generally 2-3 days per week.

Scope of Responsibility:

The Research and Evaluation Analyst, in collaboration with a broad array of professionals and paraprofessionals, contributes to the development and execution of all phases of evaluation projects. Under direction from the director of research, he/she applies research and evaluation skills and is accountable for ensuring the cost effective and efficient attainment of The Children's

Trust's organizational objectives and conformity to board and internal policy, procedures, direction, and protocol.

Errors of fact, interpretation or judgment can result in significant monetary and human resources losses and undermines the financial effectiveness and overall success of The Trust. The incumbent may have access to proprietary information regarding The Trust's strategy, information technology systems and internal information, and is expected to demonstrate the highest levels of discretion, business/professional conduct and ethics while complying with all applicable Florida Government in the Sunshine law requirements.