



northwest  
youth services

## Job Description: Learning & Impact Manager

### Agency Information

**Location:** Whatcom, Skagit, and Island Counties

**Reports to:** Senior Director, Program Services

**Hours:** 40 hour per week, exempt position

**Starting Wage Range:** #25.36 - \$28.27 per hour; wage dependent on relevant experience, education, and qualifications

**Women, people of color, transgender individuals and members of other underrepresented populations are strongly encouraged to apply.**

**Mission:** At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

#### Core Values:

*Community* – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

*Justice & Liberation* - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

*Humanity* - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

*Accountability* – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

**Vision:** Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

### Job Mission

This position contributes to NWYS' success by collaborating across pillars to enhance and demonstrate agency impact, through assessment, data quality management, and continuous learning.

### Core Competencies

To perform job successfully, the individual should demonstrate the following competencies:

**Change Agility:** Able to embrace needed change; able to implement feedback; effective in the face of ambiguity.

**Integrity:** Must be honest and take responsibility for actions.

**Positive Impact:** Have a passion for NWYS' mission and vision; display a positive attitude.

**Learning Agility:** Seeks to improve knowledge, skills, and abilities in related service areas.

**Creativity:** Resourceful in finding ways to improve and advocate for change when necessary.

**Active Listening:** Ability to effectively work independently and in partnership with team members; ability to communicate effectively with others.

**Informal Communication:** Articulate ideas clearly and organize ideas effectively.

**Organizational Knowledge:** Understands operational procedures; demonstrates and in-depth understanding of what the organization does.

**Initiative:** Proactive; take action without being prompted.

**Team Player:** Effectively partner with people across the organization.

**High Standards:** Demand quality and continuous improvement.

**Composure:** Show patience; respond calmly to stressful circumstances.

**Sensitivity:** Communicates empathy and respect of individuals; ability to be appreciative of diversity.

## Key Responsibilities

### Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate positive thinking and best practices for young people;
- Participate in creating and maintaining a workplace that values diversity and is free of discrimination based on race, sex, gender identity, sexual orientation, ability and other aspects of identity;
- Maintain and improve on a collaborative and cohesive team of professionals committed to the mission delivery;
- Continue to foster and improve an organizational culture that builds on our core values of youth engagement and partnership;
- Represents NWYS on various interagency and intra-agency work groups, with the lens of impact and data;
- Instill an evidence-based learning and data-driven decision-making culture at NWYS where data is used to develop, test, implement, and encourage meaningful change;
- Co-lead efforts to address the technology gaps and data training needs to further data capacity;
- Leads interagency efforts to monitor, measure and evaluate the effectiveness and impact of programs, with collaboration from all pillars;
- Supervise, train and support the Learning & Impact team, including Grant Coordinator, Data & Reporting Coordinator, and Data Entry Assistant;
- Engage in project management.

### Impact & Analytics:

- Collaborate with all pillars to develop impact tracking measures, assessments, and tools to analyze and interpret data, including dashboards;
- Develop and implement data analysis, data collection, systems and other strategies that optimize statistical efficiency and quality;
- Participate in ongoing quality improvement and assurance through ongoing assessment of data process, workflow, reporting, and other projects as assigned;
- Assist in and provide input on grant and contract applications, program tracking set up, reporting, and contract audit preparation with all pillars;
- Complete reports, data comparison, identify trends, and provide recommendations to Directors and Program Managers.

### Funding Lifecycle Support:

- Oversee and support the entire lifecycle of grants and contracts, from application to implementation and closeout/final report, including reporting and audits;

- Support Grant Coordinator in the application and funding onboarding process;
- Oversee accurate and timely data collection and entry in collaboration with service teams and Learning & Impact team;
- Oversee the completeness and submission of all interagency and intra-agency applications and reports;
- Collaborate with Service Managers, Associate Directors, and Directors to create a streamline process for funding compliance, including data entry and reporting;
- Assist in onboarding and ongoing training of staff to NWYS data collection processes, reporting needs, and grant/contract requirements, and delegate as appropriate;
- Stay up to date on all data standards and data collection requirements for all databases in use, including HMIS, and communicate standard updates to relevant staff.

**The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job.** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

## Qualifications

### Minimum Qualifications:

- Bachelor's degree or three years' experience working with Excel and databases;
- Demonstrated experience working with data entry, reporting, and analyzing data; and
- Required within first 30 days of employment:
- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

### Preferred Qualifications:

- Equivalent ongoing learning in the fields of data analysis and relevant subjects;
- Demonstrated experience working with HMIS;
- Master's degree in Experimental Psychology, Statistics, or Analytics;
- Demonstrated experience working with data entry, reporting and analyzing data;
- Demonstrated experience evaluating effectiveness of programs and making suggestions for improvement;
- Demonstrated experience determining what data to collect and developing effective ways to gather and report data with minimal impact to programs and participants; and
- Demonstrated experience with grant reporting.

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.