

Evaluation Manager, Full-Time
Grail Family Services
Job Description



Job Title: Evaluation Manager

Classification: Full time, Exempt

Salary Range: \$70,000 to \$75,000 per year, plus benefits

Reports To: Associate Director

Grail Family Services Overview

Grail Family Services (GFS) partners with families, schools, and communities to promote children's success and well-being. We operate in a community where more than 50% of the children in local schools are not reading at grade level. At our preschool program, we strive to inspire a lifelong commitment to learning and to foster the intellectual, creative, social, emotional, and physical growth of all our students. We believe that strong partnerships with parents are the key to success. We support children's learning and development through innovative programs and partnerships that promote active learning and family engagement such as our Family Math Program, implemented in partnership with Stanford University's DREME Network and our Building Blocks of Parenting™ (BBP) App implemented in partnership with Santa Clara County Office of Education Head Start Program and FIRST 5 Santa Clara County. To fulfill our mission, we are part of several local, statewide, and national initiatives (Family Math, Economic Mobility). For more information, please see our website at www.gfsfamilyservices.org. As part of our work, we prioritize collective impact; we understand that one organization alone cannot address all the needs of our community. To that end, we are founding members of the Si Se Puede Collective (please see below).

Si Se Puede Collective Overview

The SSPC comprises five anchor organizations in the Mayfair neighborhood of East San José – Amigos de Guadalupe, Grail Family Services, the School of Arts and Culture at MHP, SOMOS Mayfair, and Veggielution. The SSPC formalizes the shared commitment of these organizations to serve low-income families living in the Mayfair community. By coordinating the work of these organizations, the SSPC aims to produce a much greater positive impact in the community than any one organization can do alone. The vision of the SSPC is for a Mayfair community that is rooted and thriving, where resilient families have confidence in their gifts, choices, and dreams. The mission of the SSPC is to leverage the collective's creativity, services, and advocacy to create opportunities and access to basic needs, education, literacy, and community engagement. The individual organizations of the SSPC are committed to the following impact strategies to achieve its vision and mission:

- Promote a shared vision and sense of belonging that honors the artistic and cultural identity of Mayfair and empowers the community
- Promote quality learning for all children with a focus on student success
- Ensure youth are culturally competent to navigate and experience the broader world
- Provide culturally competent, impactful, and coordinated services and resource referrals to meet the needs of families

- Promote community-led advocacy and organizing efforts for policy and systems change, and
- Promote smart development without displacement in the Mayfair community

Position Summary

Reporting to the Associate Director, the Evaluation Manager will identify key areas for evaluation, build capacity for ongoing self-assessment, and lead efforts to conceptualize and implement a longitudinal strategic evaluation plan designed to improve internal program practices. In this role, the Evaluation Manager will provide leadership and direction on evaluation of programs, manage all evaluation activities, and continue quality improvement projects with emphasis on measurable outcomes using data and best practices. This position provides leadership and day-to-day management in the organization's evolution toward a more data-driven culture.

The ideal candidate will approach the work from a holistic viewpoint of how programs are uniquely tied to impact, and the best ways to introduce synergies between program delivery and measurement. They will have extensive experience with program evaluation, preferably in a non-profit setting. In addition to supporting GFS programs, this position will support strategic direction for evaluating the efforts of the Si Se Puede Collective. As a member of the GFS Leadership Team this position will also support fundraising efforts for the organization.

Duties and Responsibilities

- Work collaboratively with GFS colleagues to advance the mission of the organization
- Work in partnership with senior leadership to promote and strengthen a culture of data-driven decision making and performance management across the organization
- Work closely with the Associate Director and Director of Programs to build on existing evaluation tools to create a strategic evaluation plan that measures progress and success against key metrics for both internal program improvement purposes as well as for external reporting purposes
- Engage with staff members throughout the organization to understand their evaluation and data needs
- Develop evaluation plans, logic models, data collection tools and protocols for currently active programs and agency-wide quality improvement
- Oversee program reporting and create monthly, quarterly, and annual reports as necessary, summarizing the totality of the organization's data across all existing metrics; work with the management team to produce high quality impact reports for internal and external stakeholders
- Using a range of tools, effectively communicate key findings to a variety of audiences, including internal staff, funders, partners, and the community at large
- Support grant writing team with agency data and outcome summaries to facilitate proposal submissions
- Manage the design, utilization, and maintenance of GFS' internal tracking database system, Salesforce, which supports the data information needs of all GFS' programs, the Board of Directors, funders, partnering agencies, and the entire GFS organization

- Work with the senior leadership team to effectively communicate results both internally and externally
- Lead the work of the SSPC's Program and Evaluation Committee
- Partner with other agencies/organizations to create linkages and develop programs and resources on behalf of East San Jose families
- Be an ambassador of the organization in the community – represent GFS in community meetings and promote public awareness of GFS's mission
- Collaborate with GFS' Board Program and Evaluation Committee
- Act as a key collaborator with other members of the Si Se Puede Collective

Qualifications

- BA degree in education, child development, or related field required, Master's degree preferred
- Five to seven years of experience providing services to families with young children
- At least three years of program evaluation experience (e.g., planning, monitoring, and evaluation) in a community centered context, including in a lead position
- Strong thought and collaborative partner
- Knowledge of program evaluation concepts and applications; experience and/or leadership in conducting evaluations
- Knowledge of Data Management and Systems
- Self-motivated and resourceful
- Cultural sensitivity and proven experience in working with multi-cultural, low-income, and underserved communities
- Ability to work closely with different professionals as part of a multidisciplinary team
- Strong time management and organizational skills
- Ability to manage stress, multi-task, and make decisions
- Excellent written, communication and analytical skills
- Ability to synthesize complex concepts and translate their meaning
- Knowledge of/familiarity with East San Jose resources preferred
- Proficient in use of computer software including MS Word, Excel, PowerPoint, Outlook
- Bilingual English/Spanish required, with excellent written and oral skills in both languages
- Must have valid California driver's license, insurance, and reliable transportation
- Willingness and ability to work some evenings and weekends as needed

Compensation and Benefits

- Full time position, must be willing to work some evenings and/or weekends
- Salary: \$70,000 to \$75,000 per year, depending on qualifications and experience
- Medical, vision and dental insurance, valued at over \$6,000 per year, no employee shared cost
- First year: 10 vacation days and 11 paid holidays with accrual based on 40 hrs. per week
- Generous sick leave policy: 8 hours per month with accrual based on 40 hrs. per week
- Eligible for 2 floating holidays per year after satisfying eligibility requirements

- 401(k) Retirement Plan, employer match contribution
- This position reports to the Associate Director

To apply please send resume and cover letter to:

Nereyda Hurtado, Associate Director, nhurtado@gfsfamilyservices.org

No Phone calls please.

Grail Family Services is an Equal Opportunity Employer (EOE). Applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity and gender expression, disability or veteran status.