



LENOX HILL NEIGHBORHOOD HOUSE
SINCE 1894

Data and Evaluation Manager

Job Description

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 125-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of thousands of people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, persons with disabilities, adult learners and thousands more. Our programs—staffed by social workers, educators, public interest lawyers, advocates and many, many others—include an Early Childhood Center, RealArts After School Program and Summer Camp, Women’s Mental Health Shelter, permanent supportive housing residence, two Senior Centers, arts-based day program for adults living with dementia, Geriatric Care Management program for frail seniors, Food Services, Legal Advocacy Department, Health and Wellness, Fitness & Aquatics, Adult Education and more. For more information on Lenox Hill Neighborhood House, please visit our website at www.lenoxhill.org.

We are seeking a **Data and Evaluation Manager** to join Lenox Hill Neighborhood House’s two-person Data and Evaluation Team. The **Data and Evaluation Manager** will help support our organization’s ability to create, analyze, and use data to improve client services, program operations, and organizational efficiency.

Responsibilities will involve a variety of quantitative and qualitative tasks, including:

- Optimizing database systems to track output and outcome data; inputting and cleaning data to ensure it accurately reflects program operations; and evaluating available database options
- Assisting in the design, development, and management of report and dashboard solutions to ensure that Lenox Hill Neighborhood House staff at all levels of the organization have the information they need to make effective decisions
- Supporting the creation and implementation of program evaluative tools, including needs assessments, program schematics, surveys, focus group/interview protocols, etc.
- Collaborating with program staff at all levels to meet compliance and program/process evaluation needs
- Providing staff with database training and troubleshooting as well as technical assistance on data management and program evaluation



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- Contributing to and producing grant applications and contract deliverable reports for a wide range of funders and other external stakeholders, using internal and external data sources
- Participating in special projects to assess program and organization-wide impact.

The **Data and Evaluation Manager** must possess excellent quantitative skills; strong attention to detail; the ability to prioritize tasks and meet deadlines; strong interpersonal skills; and the ability to work both independently and as part of a team to complete complex projects in a fast-paced environment. The ideal candidate is a self-starter, proactively identifies and resolves issues, and is comfortable working with staff at all levels to support data-driven decision making.

Qualifications

- BA or BS degree required; relevant graduate degree preferred; coursework in statistical methods and primary research experience preferred
- Experience in the non-profit sector; passionate about social justice
- Ability to communicate effectively with a variety of internal and external stakeholders
- Working experience administering relational databases required (ETO, Salesforce and/or LegalServer desirable); academic and/or working experience with statistical packages and/or programming languages (Stata and/or R strongly preferred)
- Highly proficient in Excel; familiarity with VBA/macros desirable
- Experience with data visualization and storytelling for diverse audiences using charts, tables, infographics, interactive tools, etc.; Excel required; Tableau and R preferred
- Ability and willingness to quickly learn new technologies and databases

Competitive compensation and excellent benefits package available.

To Apply

Interested applicants should send a cover letter and resume to datamanager@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled.