Job Title: Program Evaluation Specialist

Qualifications: Master degree from accredited college or university in Social Work, counseling, or related field with two years of work experience or Bachelors degree from accredited college or university with a minimum of four years of work experience, including some management experience. Experience with the evidence-based “Teaching-Family Model” is required.

Job Description: Under direct supervision of the Director of Programs, the Program Evaluation Specialist coordinates and oversees program evaluations for the organization. He/she oversees the implementation of the Teaching-Family Model evaluation system, ensuring that the programs/services further the mission of the Hope Center for Children, improving the lives of the clients that we serve. The Program Evaluation specialist works along with the Teaching-Family Model team assisting with trainings and other duties as needed; he/she is also part of the organization’s program quality assurance and improvement team.

Position Responsibilities:

1) Conducts evaluations and trainings as scheduled using the standards established by the Hope Center for Children program manual, Teaching-Family Model standards and Hope Center for Children policies and procedures.
2) Implements and supervises a system of evaluation services that adequately provides for professional development and support of practitioners.
3) Communicates clearly and concisely both orally and in writing.
4) Observes, describes and offers feedback on Family-Teacher and youth behaviors.
5) Works with the Director of Programs to implement a system of individual staff, consumer, and organizational evaluations.
6) Serves as the primary evaluator and coordinates all evaluations.
7) Oversees outcomes data by collecting information on a monthly basis from program supervisors and by reporting this information during quality assurance and improvement meetings.
8) Leads Teaching-Family Model post-evaluation conferences.
9) Participates in staff selection and hiring.
11) In partnership with the Director of Programs and Program Supervisors, interviews candidates for open Family-Teacher positions.
Common Job Performance Responsibilities:

1. Passionate about improving the lives of persons served and contributes to the agency mission by identifying opportunities to enhance the mission.
2. Excellent supervision, support and writing skills.
3. Responsible for independently organizing work; prioritizing tasks; planning ahead; following through to complete assignments; using time effectively.
4. Judgment - Analyzes and resolves problems (individually and in a group); by anticipating problems; making decisions associated with responsibilities; involving others as appropriate.
5. Teamwork - Works cooperatively with co-workers; building relationships and team spirit; treating others with respect; willingness to compromise; addressing conflict positively.
6. Communication - Communicates clearly, both verbally and in writing; listening attentively and being receptive to feedback; providing candid feedback; preparing required documentation.
7. Leadership - Assumes responsibility; leading by example; maintaining a positive attitude; motivating others; flexible; overcoming barriers; facilitating and supporting change; identifying opportunities to improve processes; initiating assignments.
8. Timeliness and Accuracy of Work - Performs assignments in an accurate, complete and timely manner; overall quantity and quality of work; meeting deadlines; thoroughness.
9. Self Development - Strives to improve performance; understanding own strengths and weaknesses; desire and effort to enhance skills and develop new skills; receptive to feedback.
10. Professionalism: Utilizes authority and position appropriately; is generally on time for work; dresses appropriately for position; represents the program in a positive manner at public and private events; maintains confidentiality; avoids discussion of in house matters with parents/children or others.