Position Title: Senior Director of Evaluation and Quality Improvement

About Our Organization:
At Youth Guidance, we believe that no matter what challenges a young person faces, they are more likely to succeed when they have caring adults in their lives. Our highly-trained staff guides kids to overcome the life and academic challenges facing Chicago’s youth. We meet kids where they are — physically and emotionally — to help them focus on their education, make positive choices, and remain on the right path toward life success.

Position Summary: The Sr. Director of Evaluation and Quality Improvement leads the research, evaluation, data, and analytics arms of Youth Guidance. The Sr. Director sets the strategic vision for the Department and leads an organization-wide culture of learning and continuous quality improvement. The Sr. Director supervises a team of data, analytics, research, and evaluation professionals and works in close consultation with Program Directors and Managers to ensure data needs are aligned for the delivery of high quality, high impact programming. The Director also manages relationships with key partners and external stakeholders to champion Youth Guidance’s learning and research agenda.

Essential Duties/Responsibilities:
- Manages, supervises, and develops a team of Research and Data professionals which includes: Data Strategy Manager, Research and Evaluation Managers, and Becoming a Man (BAM) Evaluation Director
- Participates in the selection, discipline, expectations/goal development, and performance review of staff
- Oversees the development of annual agency-wide and program-specific key performance indicators to demonstrate program effectiveness, ensure quality program management, and support data informed decision making
- Leads and supports evaluation and data team members and their activities with effective and efficient departmental leadership and management
- Supports and oversees collaboration between evaluation and data staff and Program Directors and Managers to develop and drive outcomes-based program evaluation processes. Provides strategic insight to drive program planning and implementation
- Oversees data systems and monitoring tools for accurate, organized, and comprehensive metric and performance information and tracking

The above is intended to describe the general content of and requirements for the performance of this job. It is not intended to be an exhaustive statement of duties, responsibilities or requirements. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.
• Ensures continuous quality improvement (CQI) systems are developed and fully implemented across all programs and functional departments, including consistent cyclical tracking and reporting on key performance indicators, cataloging strategies and efforts for improvement, resulting in organizational improvements and learning
• Serve as the primary research and evaluation point of contact for Youth Guidance - helping to ensure YG's research agenda is effectively communicated and represented in collaborative efforts with critical stakeholders
• Oversees required research and evaluation processes
• Seeks opportunities for Youth Guidance to strengthen its ability to grow programmatic impact through partnerships and alignment opportunities
• As needed, develops, manages, and cultivates programmatic evaluation advisory committees (EACs)
• Develops departmental policies and procedures in compliance with federal, state, local laws and funder requirements
• Duties as assigned

Minimum Qualifications

Education/Experience/Training
• Master Degree in social work, business, public policy/administration or a related field
• 8-10 years supervisory and management experience in the areas of evaluation, quality improvement and/or outcome measurement
• Experience working in a social service setting preferred
• Experience building organization-wide program evaluations processes

Skills/Abilities
• Proven critical thinking ability - possesses excellent analytical and organizational skills
• Exceptional communicator with excellent verbal, written, and negotiation skills to communicate effectively and with integrity across a variety of audiences
• Experience with change management. Possesses a willingness to learn and adapt in the midst of new and shifting priorities with a "can-do," solutions-oriented approach to problem solving
• Proven success developing and maintaining effective working relationships with internal and external partners, key funders and supporters i.e. school, CPS network and central office leaders
• Proven track record leading large-scale programs and projects
• Ability to articulate a vision, set high standards, and facilitate sound execution
• Commitment to continuous improvement to service quality and the organization’s mission
• Understands how to use multiple sources of data to inform decisions to improve programming
• Proven analytic skills, attention to detail and sound judgment
• Knowledge of social research and evaluation
• Knowledge of program evaluation that includes evidence-based practices and measuring outcomes

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- Ability to work well in group and team settings
- Proven interpersonal skills that excel in cultural sensitivity and respect for differences
- Advanced proficiency in the use of Microsoft Office products (outlook, word, excel, power point)

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.