



**Title:** Database Administrator/Data Analyst

**Reports To:** Director of Evaluation

**Location:** Brighton, MA

### **GENERAL SUMMARY**

This is a newly-established position that will play a significant role managing and organizing resident information, both quantitative and qualitative, in support of JCHE's strategic goal to harness the power of data to become a learning organization of reflective practitioners. The position will champion JCHE's ongoing transformation into a data- and results-driven culture focused on continuous improvement. The Database Administrator/Data Analyst will collect, monitor and analyze data to be used in-house to promote ongoing learning; and to be used externally to communicate JCHE's successes to donors, funders, community partners and the general public. The position will be responsible for upholding a high standard of data integrity. Accordingly, it will monitor the quality of quantitative data collected while overseeing the administration of JCHE's electronic client records (ECR) system/database platform.

### **ESSENTIAL JOB FUNCTIONS**

The Database Administrator/Data Analyst's work will fall into two specific categories: 1) Database Management and Operations; and, 2) Data Collection, Screening, Analysis and Reporting.

#### **Database Management and Operations**

- In collaboration with the Director of Evaluation, plans for the implementation of JCHE's new ECR system/database that will be used to coordinate resident care, track resident encounters, document program and service utilization and measure performance outcomes
- In collaboration with the Director of Evaluation, coordinates with the software vendor to customize the ECR system/database to include all relevant data points identified as necessary by senior management, property and program managers, resident services, compliance, real estate, finance and fund development
- In collaboration with JCHE's IT team, coordinates the migration of data from earlier systems into the new database, reviewing and cleaning existing data as necessary
- Serves as liaison to the software vendor to maintain the ECR system/database on an ongoing basis, ensuring that the system is fully operational at all times and is being properly utilized to maximize JCHE's ability to track and use data

### Data Collection, Screening, Analysis and Reporting

- Screens information input to the system to ensure that it is consistently accurate, complete, uniform and timely through the performance of routine and random audits
- Conducts data cleaning at regular intervals to safeguard the integrity of the data in the system
- Designs reports to be run at regular intervals that track resident demographic and encounter information, program and service utilization and program outcomes
- Runs ad hoc query reports for the senior leadership team, property and program managers, resident services, compliance, real estate, finance and fund development as requested
- Collects and analyzes quantitative and qualitative data, generating useful insights, identifying trends and interpreting findings
- Produces reports and presentations that highlight JCHE's progress achieving desired goals

### **OTHER DUTIES AND RESPONSIBILITIES MAY INCLUDE:**

- In collaboration with the Director of Evaluation, develops and documents policies and procedures governing the use of the ECR system/database
- In collaboration with the Director of Evaluation, develops a training plan and training materials to educate JCHE management and staff on the use of the ECR system/database
- Leads group training sessions for staff on the use of the ECR/database
- Troubleshoots database-related problems as they arise
- Provides on-going technical assistance to database users across JCHE
- Identifies on-going staff training needs to ensure optimal use of the ECR system/database
- Provides individualized coaching as needed for staff struggling to adapt to electronic data collection processes
- Tracks staff utilization of the ECR system/database, alerting the Director of Evaluation to individuals who are not adhering to the processes and protocols governing data entry and data tracking
- Compiles a repository of relevant research and best practices literature, that management and staff may find useful to assure the delivery of robust and evidence-based programs and services
- Completes other duties and special projects as assigned

### **PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES**

- Bachelor's degree with at least two years related experience
- Knowledge of statistics and strong quantitative skills
- Exceptional attention to detail
- Excellent data analysis and interpretation skills
- A firm understanding of outcomes measurement and/or program evaluation principles as they relate to a non-profit organization
- Expertise using Microsoft Excel, Word and PowerPoint
- Excellent reporting capabilities – the ability to produce clear, concise and compelling written reports and oral presentations
- Prior experience using database and/or electronic case records software
- Ability to learn intricacies of JCHE's ECR/database system with ease
- Prior experience with systems implementation projects preferred
- Prior experience training others to use PC applications a plus
- A self-starter, who proactively identifies and resolves issues

- Ability to work productively both in a team and independently
- Ability to multi-task and manage competing priorities in fast-paced environment to a high standard
- Positive energy, optimistic outlook, sense of humor, patience and the ability to take things in stride
- Friendly, personable demeanor, high energy, “can-do” attitude
- A strong passion for the mission and vision of JCHE

#### **SUPERVISORY RESPONSIBILITY**

- No supervisory responsibility

#### **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Normal office environment
- Ability to drive and access to a vehicle is required for periodic travel to other JCHE locations in Newton and Framingham, MA

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

*\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*

Qualified candidates should forward a cover letter and resume by email to [hrjobs@jche.org](mailto:hrjobs@jche.org); by fax to (617) 912-8469, or by mail to Human Resources, JCHE, 30 Wallingford Road, Brighton, MA 02135. For further information about JCHE and its Brighton Campus, see our website at [www.jche.org](http://www.jche.org). JCHE is an Equal Opportunity Employer.