Job Description – Data Management Administrator
Location: Roca Baltimore
FLSA Classification: Exempt

About Roca

For 30 years, Roca has been working in Massachusetts with the deep belief that every young person – no matter how hurt, angry, or left out – matters; and with genuine convictions that every young person belongs, and that each of the young people we are privileged to meet can succeed. With these beliefs, we have created a four-year Intervention Model, helping young people who are at the highest risk of long-term incarceration and violence build safe, stable, and hopeful lives. Our relentless model is focused on behavior change, helping young people develop critical skills, and using data to improve our work every day. Roca uses Efforts to Outcomes (ETO) Database, a web-based performance management software created by Social Solutions. ETO is integrated completely throughout the organization to track staff performance and participant outcomes. Roca established its Baltimore site in July 2018.

Position Overview

Roca is seeking a Data Management Administrator for the Roca Baltimore site. This individual will serve as the database administrator for the Roca Baltimore site and shall manage the data and information deftly and accurately in support of Roca's performance management needs. The work of this position ranges from data entry to data analysis and developing standardized queries and reports (from internal databases and web-based applications). The Data Management Administrator will also provide training, support and coaching to and ensure the data compliance of the Roca Baltimore program staff team. The Data Management Administrator reports to the Roca Baltimore Executive Director and will receive coaching and support regarding the ETO software from the Roca Director of Evaluation and Learning.

Job Responsibilities

Administer Performance Management System (ETO) – 40%

- Configure and update user accounts and youth workers caseloads in Efforts to Outcomes (ETO) database
- Configure and update user navigation, features, dashboards and tracking tools in ETO to meet staffs' needs
- Data enter participant information including but not limited to referral information, intake and assessment forms
- Timely entry of new referrals and changes to caseloads as requested by management
- Running and completing compliance reporting and follow up with staff regarding completion (forms, consents, tools, assessments, processing dates, etc.)
- Develop a system to monitor that critical data (i.e. phone numbers, addresses) are being updated regularly
- Follow up on Compliance Issues (i.e. tracking down missing data identified by team)
- Create files for batch files for upload to ETO as needed.
- Identify opportunities to improve tracking and monitoring of data within ETO
- Audit case notes and provide feedback to staff

- Assist with maintaining database schema and codebook in ETO
- Assist with developing and updating automated reports and report references to meet staffs' needs
- Assist with troubleshooting software errors, as well as report errors and discrepancies, in ETO database

Basic Data Analysis and Support – 40%
- Perform basic quantitative analysis for the inclusion of but not limited to:
  - Internal and/or external data requests (i.e. site visits, external meetings, team meetings)
  - Organizational quarterly and annual reports
  - Funder reports
- Provide basic written and verbal analysis of data trends
- Identify opportunities to improve pre-existing or new development of reports
- Assist with the interpretation of data for use in day-to-day management and reporting.
- Assist with data preparation/running existing reports for:
  - Participant Progress Reviews
  - Enrollment/Dismissal Meetings
  - Staff Supervisions

Provide Performance Management System Training and Ongoing Support – 10%
- Develop and update user guides and training materials
- Develop and implement ETO training for new staff relevant to their roles within the organization
- Effectively implement an agreed to and consistent training schedule both existing and new staff on the effective use of ETO
- Provide effective training on new ETO-related features, processes, reports and tracking tools
- Provide on-going support to staff on usage of ETO
- Supporting program leadership in using ETO and its associated reports to support day to day operations and programmatic improvements as needed.

Other duties as assigned, including but not limited to: 10%
- Monitor media for current event stories relevant to Roca Baltimore's work
- Assist with writing reports on participants' progress and programmatic updates
- Support meetings with external partners in terms of scheduling, development of agenda and other materials, etc.
- Maintain and audit participant paper files

Qualifications and Skills
The very nature of Roca's work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is a good fit both personally and professionally for the culture of Roca and will understand, practice and promote the vision, mission, values, methods, and models of Roca. The candidate must also have:

- Bachelor's Degree and at least 2 years of experience administering databases
- At least 2 years of experience analyzing data in Excel or similar software using features such as formulas, subtotals and pivot tables
- Experience in interpreting data and writing reports that can provide clear and concise explanations of findings to be shared with a variety of audiences.
- Expertise in understanding and troubleshooting data integration issues (validation and cleaning)

- Ability to apply a deep and thorough knowledge of organization, connecting data elements to program operations, specifically addressing report development and programming.
- Strong analytical, conceptual, and problem solving skills (with good data manipulation capabilities)
- Strong communication (written and verbal) and interpersonal skills
- Strong customer service skills
- High level of accuracy and excellent attention to detail
- Excellent at organizing, managing and completing multiple complex projects and tasks simultaneously with thoroughness, accuracy, timeliness and good humor.
- Ability to work as a part of a team.
- Desire to work with high risk young people
- Self-motivation, initiative, sound judgment, and commitment to ongoing learning are essential
- Experience working with diverse cultures
- Strong attendance and high energy
- Travel around the service area
- Willingness and ability to work outside of normal business hours, and on holidays and/or weekends as needed

Preferred
- Intermediate a knowledge of relevant software packages (ETO; MS Access; MS Word; MS Visio; SAP Business Objects Web Intelligence 3.0/4.0)
- Comprehensive knowledge of logical and physical data modeling concepts and ability to develop SQL Queries
- Valid state issued driver's license