



**JOB DESCRIPTION**  
**DATA, EVALUATION & QUALITY IMPROVEMENT MANAGER**  
*November 2024*

**FLSA Status: Non- Exempt**

***The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.***

**Position Overview and Purpose**

The Data, Evaluation and QI Manager serves as a member of the Healthy Start management team overseeing data integrity, management, analysis, reporting and quality assurance—driving the integration of data-driven decision making throughout the organization. This role promotes accountability, and an engaged quality culture, and will lead research and analysis to inform improvements in how programs and services are designed or delivered. This role leads a team of staff and interns. Position duties include, but are not limited to:

**Planning and Administration**

- Assess and align data needs and activities with organizational plans and objectives (i.e. strategic plan, BIRTH Plan, etc.).
- Develop an annual plan for all organizational data, evaluation and quality improvement activities.
- Manage timelines and deliverables/reporting for all recurring and special project data needs across the organization.
- Develop quality control strategies and ensure compliance with internal protocols and regulatory standards.
- Create and manage processes and standard operating procedures (SOPS) for data requests, reports, special publications, etc.
- Schedule, attend and facilitate planning, strategy and working meetings related to the ongoing data, evaluation and quality improvement activities.
- Ensure that required stakeholders are knowledgeable and integrated into data, evaluation and quality improvement activities.
- Collaborate with internal and external stakeholders regarding emerging needs and trends.
- Manage data, evaluation and quality improvement staff and interns, including training and development, work plans and performance management.

**Data and Analysis**

- Plan, implement, and maintain data collection and analysis protocols and systems.
- Provide leadership for the selection, use and adaptability of Healthy Start’s participant database, including oversight of vendor management.
- Ensure applicable staff training and support for database issues.
- Ensure timely and accurate participant, public health and grant data reporting.
- Lead organization-wide or program specific activities such as benchmarking and forecasting.
- Develop and maintain relevant data sets.
- Create and run data queries and reports based on identified needs across programs.
- Foster collaborations with external partners that support data alignment and common data collection and dissemination strategies for collective impact.
- Create and/or collaborate on organizational data dissemination strategies.

## **Evaluation**

- Develop and manage evaluation activities, including those executed by contractors.
- Create evaluation plans for programs/initiatives and grants proposals.

## **Quality Assurance/Improvement**

- Develop and document Healthy Start's quality improvement program, including creation of standard operating procedures, utilizing internal and external data to develop and monitor goals and maintain QI records.
- Lead the Healthy Start Performance and Quality Improvement (PQI) committee by engaging and motivating staff with representation across the organization.
- Analyze and report on participant data, outcomes and staff productivity measures captured in the case management database.
- Lead and document routine (monthly) audit activities, including but not limited to database audits and quality assurance calls.
- Ensure that staff have ongoing training and support related to their use of the database and data entry.
- Periodically survey internal and external stakeholders to assess satisfaction.
- Facilitate monthly reporting to executive team and CEO.

Performing other duties, as assigned.

## **Position Skill and Knowledge Requirements**

- Working knowledge of maternal and child health and public health.
- Passion for eradicating health disparities, with demonstrated understanding of the social determinants of health and foundational principles of racism and equity.
- Proven experience in quality management, quality control, or a related field.
- Strong knowledge of quality standards and regulatory requirements, including interpreting and implementing frequently-changing federal data collection guidance and protocols..
- Excellent analytical and problem-solving skills.
- Effective communication and leadership abilities.
- Detail-oriented and process-driven mindset.
- Certifications in Quality Management (e.g., Six Sigma) is a plus
- Must be comfortable interacting with technical and non-technical stakeholders and work backwards from participant needs to guide your priorities and delivery, helping to drive analyses that improve participant outcomes.
- Computer competency including proficiency in Microsoft Word, Excel and PowerPoint.
- Familiarity with data storage and analysis systems such as SPSS or R is an asset.
- Knowledge of programming languages such as SQL.
- Ability to learn and manage Healthy Start's selected database using vendor-provided training tools.
- Must be able to work well under pressure and meet stringent deadlines.
- Excellent project management and facilitation skills.
- Excellent communication and interpersonal skills.
- Fluency in English; ability to speak another language is an asset.

*Other:*

- COVID-19 vaccination
- Act 33/34 and FBI clearances are required

**Qualifications**

5 or more years of progressively responsible leadership experience in research, evaluation, data analytics, database management. Experience with federal grants and projects preferred. Advanced degree in the field of public health, epidemiology and/or other evaluation or data analytics training or certification preferred.

**Supervisory Relationship**

This position works under a high level of independence, under the direction of the Director of Strategic Initiatives and in collaboration with the executive team.

**Physical Demands**

- The work performed may be a combination of on-site and remote requiring sitting, keying, typing and answering phones, with occasional light lifting, carrying, stooping, standing, bending, walking and filing.
- Some work of the position may be conducted in the field.
- Intense mental, visual and aural attention is required as the work involves responding to requests, planning or performing work that is at times, can be fast-paced.

**Compensation**

\$65K-\$75K annual commensurate with skills and experience, with full benefits.

**Application Instructions:**

Send resume and cover letter to [HR@hsipgh.org](mailto:HR@hsipgh.org)

***Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***