

Job Title: Program Evaluation and Outcomes Manager
Department: Client Services
Reports to: Director of Client Services
Salary Structure: Exempt
Pay Grade: Commensurate with experience

The Organization:

Test Positive Aware Network (TPAN) is Chicago's leading peer-led HIV/AIDS service organization. As one of the oldest and most respected peer-led HIV/AIDS organizations in the country, TPAN meets the rapidly growing needs of the community through structured programming, advocacy, treatment education and information dissemination. With a budget of just over \$3-million TPAN employs a talented and dedicated staff committed to identifying and delivering innovative services to those living with and at risk for HIV infection. Each year TPAN serves more than 17,000 individuals and reaches an audience of over 100,000 through bi-monthly national distribution of its HIV treatment journal, *Positively Aware*.

Job Summary:

Under the direction of the Director of Client Services, the Program Evaluation and Outcomes Manager is responsible for the evaluation, planning, compliance, and quality assurance activities of the Organization's client services department.

Primary Duties:

Program Evaluation, Planning, and Outcomes: to effectively manage the program evaluation, planning, and outcome activities of the organization, the Manager will...

- Develop and implement plans for program evaluation
- In collaboration with the Director of Client Services, effectively manage the integration of new programming and services at the Organization
- Facilitate and lead programs in the development, use, and updating of program logic models
- Track program performance, identify performance issues, and communicate with Client Services Director regarding performance concerns
- Assist programs in the development of plans for measuring and tracking client outcome data
- Design, and/or maintain current, data systems for evaluation, as needed, and oversee data analyses and interpretation
- Leads programs in the development of annual Program Goals and Client Outcomes
- Provide leadership in the area of program evaluation by staying abreast of developments in the field
- Recommend improvements in evaluation questions, outcome measurement, analysis, presentation and utilization
- Coordinate with program managers to develop effective evaluation tools and data collection
- Evaluate and assess effectiveness of Organization's programs using client-level data, information obtained through evaluation tools, and using statistical analysis with the Statistical Program for Social Services (SPSS)
- Provide ongoing support and technical assistance to help staff use and maintain data effectively
- Serve as the Organization's liaison for site-visit evaluations
- Collaborate with the Director of Client Services in the development and implementation of community needs assessments

Contract Compliance: to effectively work to ensure contract compliance, the Manager will...

- Monitor grants from proposal approval through close of grant records to ensure seamless integration into TPAN service and compliance with terms of the grant, including review of grant agreements, progress reports, and results
- Coordinate with appropriate staff to ensure that Organization is represented at all necessary Contract Administrator Meetings
- Create reports analyzing and describing grant performance and program outcomes
- Collaborate with Program Managers and staff to submit monthly, quarterly, and annual reports to program funders according to the requirements of the grant
- Develop and maintain a master schedule of program reporting requirements

Quality Assurance: to effectively manage the quality assurance activities of the organization, the Manager will...

- Maintain familiarity with contractual obligations, ethical standards, and relevant Rules & Regulations and act as a resources to programs in this area
- Assist in the development and facilitation of the Organization's Quality Assurance Program, including the Quality Assurance Committee
- Conduct chart reviews of a sample number of program participants and communicate with program staff regarding any issues identified
- Collaborate with necessary staff to plan and implement a Client Advisory Board (CAB)

General Duties:

- Serve as the Organization's Client Services (and Ryan White) Grievance Officer
- Collaborate with the Data Management Assistant to provide oversight to the maintenance and execution of the Organization's client database systems and to analyze current and projected future database requirements
- Coordinate with the Data Management Assistant to maintain all client-level data
- Perform other related client database and data collection duties and activities as assigned
- Maintain required records, files, and forms in an organized manner and in accordance with State, Local, and Federal Guidelines
- Participate in staff meetings and complete necessary trainings as determined by the Director of Client Services, Executive Director, and grantors
- Other duties as assigned by the Director of Client Services and/or Executive Director

Required Qualifications:

- Bachelor's degree in non-profit management, social service administration, public health, public administration or other related field; related field experience in lieu of an advanced degree may be considered
- Minimum of three years of related experience in one or more of the following: program planning and evaluation; grant and/or contract management, planning and delivery of training and curriculum development; design, development and management of social service programs
- Advanced knowledge of program evaluation and research methodology
- Advanced operating knowledge of and experience with personal computers, Excel, Word and SAS or SPSS
- Excellent communication skills: written, verbal and presentation
- Excellent analytical skills and ability to synthesize large amounts of information
- Excellent organizational skills and ability to multi-task and prioritize
- The ability to handle large amounts of detailed information with accuracy
- Regular and predictable attendance are required and must be able to work extended hours, including weekends, early mornings, evenings, and holidays according to the demands of the role
- Demonstrated cultural competence in working with people of color and the LGBTQ community as well as experience and knowledge working with those living with and affected by HIV/AIDS

Preferred Qualifications:

- Master's degree in non-profit management, social service administration, public policy, public administration or other related field
- Experience in non-profit environments and/or managing results-based programs and services
- Experience in conflict management and resolution

Qualified candidates should submit cover letter, resume, and salary requirements to:

Human Resources Department
Test Positive Aware Network
Email: staffing@tpan.com
Fax: 773-989-9494

All cover letters and resumes must be received by 5:00pm on **Thursday, August 4, 2011.**

No phone inquiries will be accepted.

TPAN is an equal opportunity employer. Women, people of color, people with disabilities, and people with HIV are strongly encouraged to apply.