



AFSSA
ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

Manager of Program Data & Planning

Please read, then click SUBMIT at the bottom of the page

ABOUT AFSSA

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that exists to break the cycle of violence in Asian and immigrant communities through Education, Advocacy, and Empowerment. AFSSA empowers Asian survivors of domestic violence and sexual violence, improves their access to services, and increases community awareness of various forms of gender-based violence and oppression.

AFSSA is guided by its core values: Prevention, Advocacy, Responsiveness, and Transformation.

AFSSA is committed to providing the highest quality, client-centered and strength based services.

POSITION SUMMARY

The Manager of Program Data & Planning is responsible for developing and maintaining agency-wide data collection practices as well as collecting, analyzing, and compiling agency data to inform daily operations and ensure compliance with data reporting to our various fund sources. The Manager participates in program evaluations and provides feedback on what data should be collected by the agency across all departments. The Manager will make recommendations about administrative and operations procedures and protocols that support compliance, improve service quality, and align with community education and outreach efforts. The Manager trains staff, interns, and volunteers on data practices and uses project management tools to ensure grant deliverables and compliance. The Manager will be responsible for researching, collecting, and compiling statewide or national data as needed to inform agency services and policy advocacy. The Manager will provide expertise on database management across the agency's various databases and will pull reports regularly to ensure data quality. Managers support the activities of the Leadership Team while operating with a high degree of latitude for independent judgment and initiative within agency strategic goals, policies, and funder requirements.

This position will directly report to the Director of Operations.

Essential Job Functions:

- Oversee storage and management of all data from both internal and external sources; develop high competency and ownership of agency databases and data collection methods
- Ensure the quality, validity, and reliability of data and reports across departments, projects, and time horizons
- Collect, track, and analyze relevant data from national organizations, federal agencies, state departments, local agencies, and other relevant sources to describe trends related to the agency's work with Asian and Immigrant survivors of violence, including unmet community needs
- Produce compelling, accurate, and clear data visualizations for internal and external use

- Train staff, volunteers, and interns on data collection protocols and practices
- Train staff, volunteers, and interns on usage of internal databases
- Prepare and analyze weekly, monthly, quarterly data reports and generate observations, findings, conclusions, and recommendations
- Meet deadlines and assist Leadership Team with data entry, audits, reporting, compliance, maintaining agency performance statistics and program planning documents
- Support Director of Operations with preparation of board, stakeholder, and funder reports
- Support Community Education and Prevention teams as needed to share data with external audiences such as local organizations, coalitions, or policymakers
- Aid all teams in understanding and applying multiple data points into meaningful, useable, actionable information
- Ensure that advocates, volunteers, and interns uphold proper data reporting protocols across all agency teams; follow up with staff as needed to obtain data
- Run quality checks to clean data and ensure all agency data is up-to-date and accurate
- Provide support and technical assistance to partner service agencies with inquiries or collaborations involving reporting, analyzing, or sharing data
- Provide regular audits of program evaluations and analysis of the agency's data practices
- Participate in organizational development efforts to scale our data collection, evaluation, and dissemination
- Attend various agency meetings as required
- Adhere to all agency, state and federal policies and regulations, model agency values
- Develop and update data collection tools, staff training resources, and written manual for data and analysis operations
- Perform other duties as assigned by the Director of Operations

Required knowledge, abilities, and skills:

- Bachelor's degree in Public Health, Public Policy, Data Science, Analytics, Data Management, Information Technology or other related field; three years' experience working with data in fields of social justice, gender-based violence, criminal justice, public policy, public health; OR equivalent combination of education and experience
- Highly organized and self-motivated, deadline oriented with attention to detail
- Database experience required; experience with Salesforce, Osniium, or Bloomerang a plus
- Strategic, analytical mindset with high level communication and problem-solving skills
- Comfortable working in a fast-paced environment with multiple teams and priorities
- Experience working with multiple fund sources, including federal grants
- Ability to decipher, organize, and create narratives for abstract data
- Experience in project management
- Demonstrated ability to use various tools for creating and customizing user-friendly analyses
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Strong familiarity with one or more Asian languages is preferred
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other software packages
- Must submit to and successfully complete a background investigation
- Ability to maintain effective relationships with staff, volunteers, community, and national partners
- Ability to plan and organize work in an effective and timely manner
- Ability to maintain flexible schedule in accordance with program needs

SPECIFICATIONS:

- **FLSA Status:** Full-Time Exempt
- **Salary Range:** \$55,000
- **Benefits:** Paid Time-Off (PTO), official holidays, comp-time, health insurance, retirement benefits.

- **Hours:** Minimum 40 hours per week. Must be available to work evenings and weekends. During peak periods, additional hours may be required.
 - **Required:** Valid U.S. work permit
 - **Note:** This position is subject to grant funding
-