

NEIGHBORHOOD PLACE OF PUNA

To Nurture, Strengthen, and Celebrate Ohana

www.neighborhoodplace.org

16-105 'Ōpūkaha'ia St.
Kea'au, HI 96749

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Data Management Program Coordinator Job Description

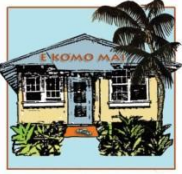
Job Title: Data Management Program Coordinator
Reports To: Director of Operations
FLSA Status: Exempt
Created on: October 2023

Position Summary:

Under the direction of the Director of Operations, the Data Management Program Coordinator is responsible for: (1) Ensuring the successful implementation, performance, and contract compliance of the data management program initiatives and the delivery of high-quality accurate data that meets project reporting requirements and deadlines. (2) Providing leadership, training, support and ongoing coaching to create a high level of professional team cohesion that supports ongoing performance improvement and an effective, results driven, work environment. (3) Liasoning with the contractor, community partners, and the data management team to gain an understanding of needs/challenges/opportunities and translating them into data management strategies and solutions. (4) Supporting community partners through training and coaching to master and maximize the use of STREAK and other software tools in order to produce accurate and timely data that reflects a high quality of service delivery. (5) Exhibiting exceptional Organizational skills, Good Leadership, Strong Interpersonal abilities, High Motivation, and possessing the ability to thrive in a dynamic and demanding environment.

Essential Duties & Responsibilities: include the following. Other duties may be assigned.

- Directly supervise and provide clear direction and guidance to the Data Specialists team, ensuring alignment with program objectives.
- Set performance expectations, delegate tasks, monitor progress, and encourage professional development.
- Work closely with the Data Specialist to evaluate multiple dataset collections for consistency, completeness, and accuracy.
- Nurture strong and professional relationships among cross-program staff.
- Ensure that the team maintains high-quality standards and meets project deadlines effectively.
- Oversee implementation and contract compliance with separate data management contracts, ensuring adherence to agreed-upon deliverables, timelines, and budgets.
- Act as the program and external agencies liaison, fostering strong relationships and proactively addressing concerns or issues.



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- Regularly meet with external agencies and stakeholders to provide program updates, gather feedback, effectively convey these to the team, and incorporate them into program improvements.
- Conduct training and provide technical support to other departments and external agencies/organizations.
- Collaborate with organizational leadership to identify opportunities for process and efficiency improvements within each contract.
- Establish and maintain standardized data management practices across the program.
- Establish and uphold standardized data management practices, policies, and procedures and resolving discrepancies promptly while ensuring clean data integrity, accuracy, quality, and security throughout all states of data handling.
- Implement data quality control measures and resolve data-related discrepancies promptly.
- Evaluate and recommend data management software solutions that align with program needs and industry best practices.
- Coordinate the implementation and integration of selected software tools.
- Provide training and support to team members and contributing agency users on software usage and troubleshooting.
- Develop comprehensive and timely reports on data management program activities, progress, and outcomes.
- Analyze program data to identify trends, opportunities, and potential areas for improvement.
- Stay informed about relevant data management regulations, privacy laws, and industry standards and ensure the program's compliance with data protection and privacy requirements.
- Participate in special grant projects and other assigned duties as directed.

Supervisory Responsibilities:

The Data Management Program Coordinator will be responsible for all assigned Data Specialists staff in alignment with NPP policies and procedures and best practices. Supervision may include participation in the hiring/selection process, staff training, performance evaluations, addressing grievances, verifying staff documents, recommending disciplinary action, etc.

Qualifications:

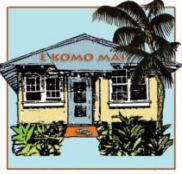
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree from an accredited four-year college or university; two to four years related experience and/or training; or equivalent combination of education and experience.

Computer Skills:

To perform this job successfully, an individual must possess proficient computer skills, including expertise in data management software and reporting tools, familiarity with data analysis and visualization tools,



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and the ability to navigate various software applications essential to overseeing contracts. Additionally, advanced proficiency in Google Suite (Sheets, Docs, and Extension tools) and Microsoft Office (Word and Excel), and strong general computer literacy skills.

Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- Personal vehicle with current safety check, registration and minimum no-fault insurance
- Criminal Record and/or DHS-CWS background check
- Maintain upkeep of office and general cleanliness of workspace

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While it is rare, it is essential to note that the employee may be exposed to fumes or airborne particles and extreme heat in rare circumstances. Additionally, there may be vocational exposure to wet and/or humid conditions and outside weather conditions. However, the typical work environment for this job maintains a moderate noise level.

Because NPP works with the homeless, in the course of performing the duties of this job one may see, engage or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations, but those in the position should reasonably expect these types of things to occur and the Supervisor must provide appropriate direction and support to these situations.