



Blue Lake Rancheria Tribe of California

POSITION DESCRIPTION

MANAGEMENT RETAINS THE RIGHT TO CHANGE JOB DESCRIPTION AS DEEMED NECESSARY

Job Title: Program Evaluation & Quality Improvement Coordinator
Department: Tribal Administration
Reports To: Tribal Administrator
FLSA Status: Non-Exempt
Prepared By: Alison Robbins
Revised Date: 07/20/2021
Approved By: Tribal Administrator
Approved: 07/26/2021

JOB SUMMARY

The Program Evaluation & Quality Improvement Coordinator works with our organization's departments to develop sustainable and effective programs all within a context of the Tribe's priorities to enhance sovereignty, revitalize cultural traditions, and practice sound, environmentally responsible economic and community development. A Program Evaluation & Quality Improvement Coordinator must be familiar with outcome-based research, and is expected to become increasingly involved in applying knowledge of program evaluation, quality improvement, and statistical methods to new and existing Tribal programs. The evaluation portion of this position will also conduct process evaluation, assist in data collection, management and reporting with regards to evaluations, and be responsible for the management of large complex databases used in the evaluation process. This position will assist department and program managers with their evaluations and research, performing various studies as directed by the Tribal Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Collaborating with department managers and staff during program design, grant writing, and program implementation.
- Determining new and existing program evaluation needs, creating evaluation plans, timelines, and tools for greater program efficiency and continuous improvement.
- Developing and updating surveys, databases, and other research tools.
- Collecting, entering, validating, analyzing, monitoring, trending, and reporting data for various evaluation and improvement projects.
- Determining and applying appropriate data analytical approaches, including quantitative and qualitative methods.
- Applying the model for improvement and other quality tools when appropriate to assist managers in improving program processes and outcomes.
- Developing and maintaining data monitoring and reporting systems.

- Coordinating with department managers to create strategic planning documents that contain effective monitoring mechanisms with metrics for goals; ensuring goals are S.M.A.R.T.
- Assisting department managers with S.W.O.T analysis.
- Using data to create reports for department leadership assisting them with making data driven decisions by providing meaningful and applicable analysis.
- Creation and suggestion of alternative courses of action based upon data analysis and interpretation, including additional research of best practices supporting various alternative courses.
- Preparing reports to the Tribal Administrator
- Responding to data and data analysis requests from departments and programs.
- Honor all commitments to departments and programs.

Promotes the following within the department and among all Team Members:

- Creates a collaborative, inclusive, and culturally responsive atmosphere
- Encourages mutual respect, dignity and integrity with all Team Members, by setting positive examples at all times.
- Maintains a professional departmental, company, and community reputation.

Blue Lake Rancheria requires Team Members, on a continual basis...

- To provide a safe work environment for Team Members, through compliance with established safety guidelines, identifying potential safety hazards, and reporting same to the appropriate person for proper resolution.
- To maintain a professional departmental, company and community reputation.
- To enforce performance standards, policies and procedures as they relate to the department.
- To maintain a consistent, regular attendance record.

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

Minimum requirement: Bachelor’s Degree in public administration or a research-intensive discipline; three years of experience as a program evaluator, project manager, or research analyst; and at least one year of quality improvement experience. Preferred applicant: Master’s Degree in public administration or a research-intensive discipline; five years of experience as a program evaluator, project manager, or research analyst; and at least three years of quality improvement experience.

COMPUTER SKILLS

Must be highly knowledgeable and proficient working with the Microsoft Office Suite, processing intermediate to advanced skills using Microsoft Word, Excel, and PowerPoint; Microsoft Access is also desired, but not required. Ability to understand and use Google Drive, Adobe Acrobat, and similar calendar, search engine, and software platforms. Must be proficient with statistical analysis software such

as SPSS, SAS, or R. Experience in the use of data visualization software and database software highly desired.

LANGUAGE SKILLS

Ability to read, analyze, and interpret Tribal, local, state and federal laws applicable to project development and implementation as well as, policies and standard or technical procedures, including governmental guidance and regulations. Ability to write reports, business correspondence, logic models, and project implementation plans. Ability to effectively present information and respond to questions from co-workers, Tribal citizens, and the general public.

- Prepare clear and concise reports, correspondence and other written materials.
- Strong public speaking skills

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs. Must be proficient in statistics: descriptive, inferential, and some advanced statistical methods.

REASONING ABILITY

Ability to solve complex problems, dealing with a variety of concrete or unknown variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- Use innovative techniques and both broad-based and detailed knowledge of the sociocultural anthropology of the North Coast to formulate and implement program concepts.
- Analytical skills for evaluating the effectiveness of programs and services, suggesting necessary changes and improvements.
- Exercising sound independent judgment within established guidelines when called upon.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid California driver's license

PHYSICAL DEMANDS

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

While performing the duties of this job, the Team Member is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The Team Member frequently is required to reach with hands and arms. The Team Member is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The Team Member must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Must pass a criminal background check and drug test.

WORK ENVIRONMENT

The work environment characteristics describe here are representative of those a Team Member 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 performing the duties of this job, the Team Member is frequently exposed to 1) general office environment, 2) various indoor and outdoor environments located around the Rancheria on and off trust land. Includes the use of standard office machinery, small makerspace devices or equipment. Job duties may extend outside the office to meetings locally and abroad. Travel required by funding agencies to attend management and program related trainings is expected.