

<b>Job Title</b>	Data & Outcomes Manager
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**Summary**

The Mental Health Association of Maryland’s Consumer Quality Team (CQT) empowers partnerships within the behavioral health community by connecting consumers, providers, and funding agencies. Together, we work to identify, discuss, and resolve problems that consumers experience within the public behavioral health system. CQT records and addresses individual consumer satisfaction with the services they've received to help improve the overall quality of Maryland's behavioral healthcare.

**Job Purpose**

The Data & Outcomes Manager (DOM) will be responsible for planning, developing, implementing, and overseeing a comprehensive data strategy for the Consumer Quality Team (CQT). The DOM will guide program staff in creating and improving data collection and information management processes. The DOM will work with leadership to create high quality reports and communications around data and progress toward desired outputs and outcomes. The DOM will also work collaboratively across all departments to actively lead the strategy to use data-informed decision-making throughout the organization.

**Duties and Responsibilities**

- Develop data collection methods for CQT to ensure adequacy, accuracy and legitimacy of data to measure programmatic outcomes
- Establish best practice utilizing industry standards and internal procedures for data sharing with leadership, external stakeholders etc.
- Produce high quality reports to include presentations with visualizations that effectively represent service delivery and quality assurance outputs and outcomes
- Collaborate with the internal Data Team to co-lead improvements and upgrades of existing (Salesforce) data systems, processes, and procedures to align with data strategy, as necessary
- Lead collaboration efforts with the internal Data Team in performing regular audits of data collection to maintain integrity and quality; monitor and analyze organization wide information and data systems and evaluate their performance to discover ways of enhancing them (new technologies, upgrades etc.)
- Manage security procedures for data handling and analysis to ensure adherence to legal and organization compliance; act as HIPAA compliance specialist helping to assure internal controls are monitored and digital databases meet privacy regulations
- Provide training/support to CQT staff to enhance their ability to perform data collection independently and effectively
- Collaborate with other departments to develop and additional data collection methods, visualizations, and reports Identify additional opportunities for data-informed decision-making and develop relevant reports
- Other duties as assigned

**Qualifications**

- Bachelor’s Degree, or higher in related field
- Minimum of 3+ years’ experience in data management, output/outcome analysis, preferably in the nonprofit human services delivery or education industry
- Excellent understanding of the data to outcome lifecycle and the ability to effectively tell the story through data collection, analysis, visualization, distribution etc.
- Familiarity with Salesforce and other modern database and information system technologies

- Advanced proficient in Microsoft O365 applications
- Analytical mindset with problem-solving skills with the ability to synthesize complex concepts and clearly translate their meanings
- Excellent oral/written communication and collaboration skills
- Demonstrated ability to work with diverse groups of individuals and ability to work effectively in a team environment
- Passion for the mission of the organization

#### **Position Classification**

Full time, exempt

#### **General Conditions**

- Monday through Friday 8:30am to 5pm
- Prolonged periods sitting at a desk and working on a computer
- Reliable hi-speed internet connection
- Evening and weekend work will be required as needed

#### **Flexible Work Arrangement**

Position is FWA eligible

#### **Location**

State of Maryland