



**Position Title:** Evaluation and Learning Analyst (Contract)

**Reports To:** Evaluation and Learning Manager

**Status and Compensation:** Non-exempt, hourly; Up to 40 hours per week at \$20/hour; Contract position through 7/31/18 (with potential for renewal); Does not include medical benefits.

**Location:** Varies, including work in Santa Clara, San Mateo and Alameda Counties. Must have use of a vehicle and mileage reimbursement available.

### **About Fresh Lifelines for Youth**

Fresh Lifelines for Youth (FLY) is currently operating in Santa Clara, San Mateo and Alameda Counties. Working with juvenile justice youth and those at-risk of entering the system, FLY's mission is to prevent juvenile crime and incarceration through legal education, leadership training and one-on-one mentoring.

At FLY, we believe that all our children deserve a chance to become more than their past mistakes. However, many children who end up in the juvenile justice system often do not get that chance and they do not have the knowledge, skills or support they need to lead productive lives. They often believe that by the time they are 18, they will be in prison or dead. But, it doesn't have to be this way. FLY provides legal education, leadership development and mentoring to youth, builds a community who will support their healthy development and helps our juvenile justice systems be more effective and humane. As a result, FLY works collaboratively with all our system partners to actively engage in system reform efforts, and FLY is often asked to take a leadership role in local detention reform work. Together we inspire our at-risk youth and give them a chance to transform from juvenile delinquents into positive community leaders, creating a safer, healthier and happier community for us all.

For more information about Fresh Lifelines for Youth please go to: [www.flyprogram.org](http://www.flyprogram.org).

### **Brief Description of the Evaluation and Learning Department:**

FLY's reputation as a valued and trusted partner in the community results from our commitment to be data-driven and outcome-accountable. FLY's Evaluation and Learning Department is dedicated to the collecting and analyzing of data in order to drive real time decision making and allow for healthy organizational learning. To track youth progress and behavioral change, FLY utilizes a web-based database through Social Solutions—namely, Efforts to Outcomes (ETO). In order to best serve our clients, ETO serves as the primary documentation tool for all demographic information, youth contact, and case management interaction. FLY also collects data in the areas of risk, criminal history, change readiness, drug and alcohol use, trauma, and developmental assets through the use of a comprehensive baseline assessment.

### **Evaluation and Learning Analyst - Position Summary**

The E&L Analyst is a member of the Evaluation and Learning Department team and is responsible for the administration of youth baseline assessments to Law Program clients in any of FLY's current jurisdictions (Alameda, Santa Clara, and San Mateo Counties), assists with department data entry, and provides reporting support to Fresh Lifelines for Youth and its funders as needed.

### **Primary Responsibilities**

- Build rapport and trust with youth quickly
- Conduct baseline/intake assessments of FLY's Law Program clients to determine eligibility and/or need for further programming in FLY's core programs



- Work with school administration to collect and verify educational transcript information
- Enter and maintain client intake information and staff notes in the agency database, Efforts to Outcomes (ETO)
- Make programmatic placement recommendations to Managers based upon baseline assessment data and qualitative assessment of youth
- Serve as a liaison between the Evaluation and Learning Department and Law program staff Volunteers.
- Support internal and external evaluation projects and provide data entry support to direct service staff
- Collaborate as needed with external stakeholders such as school officials, probation, and other local community based organizations regarding youth progress.
- Availability for occasional evening and weekend work and for travel, as needed.

### **Qualification and Competency Requirements**

#### *Positional Competencies – required for our Evaluation and Learning Analysts*

- *Data-Driven Evaluation Methods & Programming*: Able to apply best practices of evaluation methodology in baseline assessment administration. Able to take excellent notes during youth intake sessions and input them into ETO (*Efforts to Outcomes*) Database in a regular and timely fashion. Understands how data informs programmatic changes and allows FLY to track program effectiveness.
- *Data Monitoring*: Ability to effectively monitor numerous data related details and accurately identify any errors or missing information.
- *Relationship Building*: Ability to initiate, develop and maintain trusting relationships in a short period of time with youth, parents, those representing the juvenile justice system, other key external stakeholders, and FLY volunteers and staff. Possess the passion to energetically promote FLY's mission/vision to attract and retain youth participation with FLY.
- *Strong Motivating & Communication Skills*: Exceptional listening, verbal and written communication skills with all youth and internal/external stakeholders, including: active listening with youth while guiding them through the assessment process; timely and professional follow-through with phone calls and email correspondence; and the ability to effectively present information in a clear and concise manner to top management, program staff and community partners.
- *Experience and Education*: A Bachelor's degree is preferred, ideally in a related field. A minimum of three years' experience working with underserved or disadvantaged youth is preferred. Direct service case management experience is preferred.

#### *Organizational Competencies – required for all FLY staff*

- *System-wide Thinking*: Sees the bigger picture of serving our youth and achieving overall agency goals while executing on specific Evaluation and Learning deliverables. Uses role to champion FLY's strategic vision internally and externally.
- *Growth Mindset*: Expressed alignment with FLY's Theory of Change model and its ability to drive outcomes and success. Possess the belief that all people are capable of change and that "all our children deserve a chance to become more than their past mistakes." Coaches and develops youth with a strengths-based approach.
- *Decisive & Accountable*: With supervision and support from the Evaluation and Learning team, exhibits a well-honed ability to anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate solutions, with understanding of the inherent risks and the implications of making tough decisions. Be accountable to young people, organizational and programmatic results, and the FLY Team.



- **Emotionally Intelligent & Culturally Responsive**: Able to be aware of one's own emotions, perspectives, and beliefs, as well as respond respectfully to those of others. Ability to adapt to change and respect differences in a diverse environment.
- **Computer Skills**: Proficiency with applications including Microsoft Word, Excel, PowerPoint and Outlook. Experienced with data-base systems. Experience with Efforts to Outcomes (ETO) database is a plus.

***The Evaluation and Learning Analyst is a full-time, contracted role through July, with the possibility for renewal. Benefits are not available for this position.***

***Please submit your original cover letter, resume, and application to [jobs@flyprogram.org](mailto:jobs@flyprogram.org)***