

**Position Title:** Data Quality Assurance Intern

**Reports to:** Evaluation & Learning Manager

**Status:** Internship

**Location:** Santa Clara County

**Length of Internship:** 6-Month Commitment (2 days per week; 2 hours or more per day)

**About 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 collecting and analyzing 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 - Efforts to Outcomes (ETO). In order to best serve our youth, ETO serves as the primary documentation tool for all demographic information and youth contact information, case management interactions, and comprehensive assessment data.

**Data Quality Assurance Intern – Position Summary:**

The Data Quality Assurance Intern will monitor, review, identify, and communicate out inconsistencies in data collection in order to support and maintain high quality program data that will build FLY's evidence base and prove its effectiveness. They must function efficiently and effectively in a fast-paced professional environment and have the proven ability to complete multiple tasks and projects with diverse priorities and deadlines. This individual must be able to organize and maintain data quality assurance processes as directed and guided by the Evaluation and Learning Manager.

The ideal candidate must possess strong computer proficiency, analytical abilities, problem-solving, and communication skills. They must consistently exhibit a high level of professionalism with all FLY staff, clients, stakeholders and visitors. The Data Quality Assurance Intern will uphold FLY's core values and be internally motivated by FLY's mission.

**Primary Responsibilities:**

- **Data Quality Assurance Checks & Data Monitoring**
  - Monitor and review data to ensure results align with the standards of the organization. Provide ongoing reports on all programs across FLY. Filter through the data and reports to accurately identify any errors or missing information.
- **Interpret Data & Identify Trends**
  - Support the Evaluation and Learning Department with interpreting data and analyzing the results. Observe any trends or issues to raise with the Evaluation and Learning Manager.
- **Collaborate with the Evaluation and Learning Manager for more effective data collection**
  - Oversee the data entry process and collaborate with the Evaluation and Learning Manager to continue ongoing support of effective data collection and processes. Understand how data informs programmatic changes and allows FLY to track program effectiveness.

*\*May include other duties as needed and assigned*



**Organizational Duties:**

- **Uplift FLY Morale**
  - Maintain a fun, positive and hardworking ethic while interfacing any FLY staff, volunteers, stakeholders and/or clients
- **Acknowledge and Support FLY's Culture**
  - Adhere to all FLY policies and procedures
  - Maintain personal balance and be receptive to perceptions of imbalance; voice concern if assistance is needed
  - Seek out and participate in personal and professional development opportunities
  - Adhere to, uphold, and incorporate FLY's values into all relations with youth, staff, and community stakeholders/volunteers:
    - Caring
    - Change Agents
    - Diversity/Creativity
    - Respect
    - Commitment (Non-Judgmental & Unconditional Love)
    - Responsibility/Accountability
    - Professionalism

**Qualification and Competency Requirements:**

*Positional Competencies – required for our Data Quality Assurance Intern*

- *Must be 21 years old*
- *Computer Proficiency, Analytical Abilities, and Problem-Solving Skills*
- *Strong Written and Verbal Communication*
- *Interpersonal and Relationship-Building Skills*
- *Organized, Detail-oriented, and Efficient*

***The Data Quality Assurance Intern is an unpaid internship with professional development and youth program involvement opportunities. Interested applicants please submit a Cover Letter expressing your interest and fit for this position and Resume to [internships@flyprogram.org](mailto:internships@flyprogram.org). Please specify the title of the Intern position for which you are applying within your email's subject line.***