

Position: Database Training Manager
Hiring Organization: United Way of Salt Lake
Salt Lake City, UT
Department: Strategy and Learning
Reports to: Data Operations Director
Date Prepared: November 17, 2016

THE ORGANIZATION

United Way of Salt Lake (UWSL) has made a promise to our community—to change the odds so all children and their families have the same chance to succeed in school and life. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and staff parties make every day unique.

POSITION OVERVIEW

This position will work collaboratively with a small team to initiate partners into a data sharing system (Efforts to Outcomes, or ETO). They will meet with partners to understand their current systems for tracking data and their additional data needs. This role will design and conduct trainings for end users and maintain frequent communication with partners through the implementation process. In addition, this role will provide ongoing support to partners using the system, helping them to feel confident in using the data at their fingertips and empowered to make a difference for children and families in the community.

KEY RESPONSIBILITIES

- 1. Relationship Management.** Build and maintain strong relationships with the staff members at community partner organizations that capture and interact with programmatic data.
 - Develop a clear awareness of partner data needs and potential barriers
 - Ability to interact comfortably with all levels of staff at partner organizations
 - Foster trust and open communication
 - Maintain frequent communication with end users to ensure smooth adoption of the data system
 - Motivate and excite people around data and data systems
- 2. Training Design and Facilitation.** Design and deliver trainings and technical assistance to partners on various topics (i.e. data security and sharing; ETO functionality and data entry; reports and queries; and use of data for continuous improvement around shared community-level outcomes).
 - Design materials, curricula, and communication materials
 - Conduct trainings and train-the-trainer sessions, in person and online
 - Evaluate the efficacy of trainings and continuously iterate to improve the learning experience
- 3. Continuous Improvement Support.** Assist staff in aligning ETO data with partner performance measures; assist external partners in using their data for continuous improvement.
 - Maintain frequent communication with partners, with a focus on supporting data usage
 - Identify potential areas for alignment among partners
 - Monitor data in ETO that directly relates to partner performance measures

4. **Database Support.** Work with 5-10 community partners to design and implement a data sharing system (ETO) designed to track clients' program enrollments and activities and/or attendance within those programs.

- Identify partners' needs and share findings with Database Manager and other team members
- Ensure that key internal staff are involved in the implementation and are aware of progress
- Respond to requests from partners in a timely fashion.
- Assist end users in understanding their data and using it to adjust programming at an individual level

Performs other related duties as assigned by the supervisory personnel

POSITION REQUIREMENTS

- Strong public speaking skills
- Proven experience in facilitating effective trainings or meetings
- Ability to foster trust and open communication with diverse stakeholders. Skills to recognize and address conflict and concerns.
- Ability to identify barriers and develop strategies to overcome them
- Comfortable working in a collaborative environment
- Ability to design and facilitate effective trainings on technical subject matter
- Strong written and in-person communication using clear, simple language that all stakeholders can understand
- Ability to synthesize information and translate complexity into simple solutions
- Proven ability to interpret data and use it to guide decision making
- Confidence and humility to ask questions, admit and address challenges, and "fail forward."
- Basic knowledge of databases is preferred

MINIMUM REQUIREMENTS

- Bachelor's Degree in a relevant field
- Two years of experience with training, relationship management, or related field

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met to perform the essential functions of this position. The employee is regularly required to communicate clearly in oral and written formats. The employee must be able to conduct in-person trainings, standing and/or sitting, in excess of 60 minutes. Typically, the employee may sit comfortably to do the work, however there will be some walking, standing, bending, carrying light items, use of office equipment, etc. Special physical demands are not required to perform the work.

SALARY INFORMATION & FLSA STATUS

This is a non-exempt position; salary depending on experience.

TO APPLY

Send completed applications to jobs@uw.org. Complete applications include a cover letter, resume, and employment application. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers.html>

NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.