FAMILY SERVICES OF WESTERN PENNSYLVANIA
JOB DESCRIPTION

POSITION TITLE: Research Manager

POSITION CODE: 622

PROGRAM / DEPARTMENT: Research & Organizational Development

FLSA STATUS: Exempt

REPORTS TO: Director of Research & Organizational Development

POSITIONS SUPERVISED: None

POSITION SUMMARY: This is highly technical work developing and maintaining program and Agency outcomes evaluation systems and assisting on research projects. The incumbent has responsibility for data analysis and reporting activities, working with agency supervisors and staff to meet KPI, outcomes, and research objectives, and coordinating the annual Research Day program/activities.

DUTIES AND RESPONSIBILITIES:

I. ENSURES THE DELIVERY OF QUALITY SERVICES

   By FACILITATING OUTCOMES MEASUREMENT, EVALUATION, KEY PERFORMANCE INDICATOR (KPI), AND RESEARCH PROCESSES

   To determine the degree to which individuals, programs and the Agency are achieving goals and objectives and to meet internal, external funders, accrediting body and managed care expectations, the Research Manager will:

   1. Lead the execution of the Agency’s program evaluation process.

   2. Develop and implement a schedule to have all agency programs using measurable outcomes and/or KPIs based on standardized instruments and/or other measurable data.

   3. Analyze Agency program outcomes/KPIs using statistical software and/or qualitative analysis techniques.

   4. Compile, analyze and prepare reports of consumer satisfaction surveys that are conducted within the agency programs.

   5. Identify areas within the outcomes process that may need revising. Recommend and implement method, process, or other qualitative improvements.

   6. Coordinate benchmarking data entry and reporting through RCPA benchmarking initiative at least annually. Prepare summary reports and present to management and staff.

   7. Coordinate annual agency-wide morale survey through a national benchmarking agency. Summarize and distribute results agency-wide with recommendations for improvement efforts.

   8. Prepare comprehensive program and agency outcomes reports for the Quality Management Committee and Clinical Management and/or Management Council committees; and summary reports for the Planning and Resources Committee and Board of Directors.
9. Coordinate and lead the annual Research Day program and presentations.

10. Work with the Development Department to provide outcomes information for grant proposals and reports.

11. Manage and lead the agency’s Research Committee.

12. Coordinate all external research project requests through the Research Committee. For approved projects, enter and track data in appropriate software and provide reports as requested to investigating body and to Research Committee.

13. Investigate organizational-level outcomes data comparisons and prepare reports.

14. Provide technical consultation to students on research design and implementation including review of all projects through the Research Committee.

15. Design new research and program evaluation projects and work with other staff to seek funding of research projects.

16. Collaborate on projects as assigned with Research and Organizational Development department/coworkers.

II. PROMOTES EFFECTIVE INTEGRATED SUPPORTS BY
Communicating relevant information to other staff, establishing and working on cross functional Continuous Quality Improvement (CQI) teams, seeking and accepting technical assistance from other departments as needed, promoting a climate of teamwork to accomplish objectives.

III. ENHANCES CONTINUOUS IMPROVEMENT BY
Reading, attending training sessions or conferences, and taking the initiative to implement improvements in assigned work areas.

IV. Addresses all issues of fraud waste and/or abuse as they arise and proactively looks for ways to prevent instances of fraud, waste and abuse in the service delivery system and work systems of the agency as described in the agency Compliance Plan.

V. FOSTERS AN AGENCY CULTURE OF COOPERATION BY
Focusing on problem resolution and activities that support the Agency mission. Communicating information to staff. Participating with other staff on selected special projects. Cooperating with agency personnel to facilitate program operations.

MINIMUM QUALIFICATIONS:

Education and Training: Master’s Degree in Human Services or closely related field with a concentration in research or at least four (4) graduate level courses in research and/or statistics.

Experience: Minimum of two (2) years of experience conducting research or program evaluation.
SPECIFIC POSITION REQUIREMENTS:

1. Ability to be sensitive to the service population’s cultural and socioeconomic characteristics.
2. Ability to define, collect, organize and analyze qualitative and quantitative data and formulate findings.
3. Ability to define instruments to use as outcomes measures/indicators and describe benefits/limitations for each.
4. Ability to work as an autonomous leader while demonstrating strong teamwork and creativity.
5. Ability to break down and explain complex data and statistics in simple understandable terms.
6. Ability to influence all levels of staff, from direct support staff through Board of Trustees members.
7. Experience and knowledge of computerized data collection and analysis systems (SPSS preferred)
8. Criminal History Record Clearance (ACT 34) required.
9. Valid PA Driver’s License and use of vehicle required.

SPECIFIC POSITION LIMITATIONS

PRIVACY: Security Level Ten

All individually identifiable health information, or a broad definition, including mental health, drug and alcohol, and intellectual and developmental disabilities, is accessible to the incumbent on a need-to-know basis. This security level:

A. Allows for access to the following types of information:

   Entire consumer record for all programs for research/quality improvement activities related to Consumer Records.

B. With no ability to disclose private health information.
The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents in this position.

Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

APPROVED: _________________________________ DATE: ________________
Immediate Supervisor

APPROVED: _________________________________ DATE: ________________
Chief Executive Officer

EMPLOYEE: _________________________________ DATE: ________________