

Holy Family Institute

Outcome Coordinator

Employer: Holy Family Institute

Reports to: Risk, Quality and Compliance Manager

Location: Main Campus

Hours: 40 hours per week with some flexibility.

General Statement of Duties: The Outcome Coordinator will collect data from a wide variety of sources and time periods. He/She will organize this data, analyze it and make recommendations for improvement in services.

Essential Functions:

1. Serve as an ambassador for Holy Family Institute (HFI) & Nazareth Prep (NP) by establishing positive relationships with clients and students as they prepare to complete our programs and describe our outcomes to them.
2. Develop and present benchmark and outcome reports for Substance Use Disorder (SUD) services in accordance with funding guidelines.
3. Coordinate data with RQC and IT services. In coordination with IT develop systems to merge, analyze data collected across a wide variety of services and electronic systems.
4. Using an electronic medical record, gather and track the number of referrals received for assessment and mentoring, the number of screenings completed, the number of assessments completed, the number of service linkages to treatment, and the number of linkages to peer recovery support services.
5. Meet with SUD clients and continue the relationship through the first-year post discharge for the purpose of gathering outcomes data, including, for example, information about housing, employment, health, family and other relationships, and quality of life, etc.
6. Review and collect data from other department sources including conducting telephone surveys and face-to-face interviews to collect outcomes information and perform additional data analysis to support requests by the management and administration.
7. Work with key leadership staff including program directors to analyze data and to establish correlations and relationships to predict positive outcomes specific to programs.
8. Develop system to monitor follow-up data for clients discharged from community and mental health programs.
9. Prepare relevant and regular reports of program and service data and analysis and produce narrative content and visualizations for proposals and reports to funders which may include summaries of program

activities for use by the Program Directors in completing final reporting to funders.

10. Develop, track, and report to Risk Quality and Compliance (RQC) Committee and senior staff all outputs and outcome benchmarks to determine effectiveness in meeting strategic objectives across a wide variety of services.
11. Design and conduct surveys as needed and provide data validation and quality assurance of data sets.
12. Maintain the confidentiality of all clients.
13. Assist RCQ Director with other activities as requested.

Minimum Requirements

- Master's Degree in Data Analysis or Applied Research required; plus, one-year experience with data analysis and relational databases.
- Experience in Social Services working with children and families preferred.
- Must have Act 33/34 and FBI clearances and valid PA driver's license
- Must be capable of visiting families in their homes on a flexible schedule.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Reliable transportation is required.

Please visit www.hfi-pgh.org/careers to apply for this position.