Position Description

NVF Project Name: Upstream USA

Position: Director of Evaluation

Location: San Francisco Bay Area (20% travel)

Status: Exempt, Full-time

Reports to: Co-founder

Position Summary
Upstream’s mission is to revolutionize healthcare access so that all women receive the highest quality services and can conveniently obtain the full range of contraceptive methods, including IUDs and the implant. By empowering women to achieve their goals and have children only when they want them and plan for them, Upstream hopes to bring about positive ‘downstream’ change for not only women, but also their partners, families, and society.

We just launched Delaware CAN (Contraceptive Access Now), an innovative public/private partnership with the Delaware Division of Public Health. There has never been a more exciting time to join our team!

The Director of Evaluation represents a lead role in our commitment to continuous and responsive program improvement. Reporting to the Co-Founder, the Director of Evaluation will leverage their skills in evaluation, analysis, and data management in order to define and measure Upstream’s impact. The ideal candidate will balance their rigorous quantitative expertise with a willingness to stray outside the box to solve a problem, translating complex data to tell a story that helps inform crucial decisions in Upstream’s program development.

Essential Responsibilities and Tasks

- Collect data, analyze results and communicate findings on the impact of Upstream USA’s work to both internal and external audiences for the purposes of learning, recruitment of health centers, and fundraising
- Ensure that necessary data is collected from health centers and patients. This position is ultimately responsible for data collection, often managing those who collect data, such as contractors, or coordinating with them in the case of the Quality Improvement Officers. We are always seeking better and faster ways to collect data, in particular ways that would place
less burden on health center staff. We start by imagining the ideal and then finding ways to make it possible!

- Manage relationship with external evaluation firm conducting the evaluation of Upstream USA's statewide initiative in Delaware, Delaware Contraceptive Access Now (CAN)
- Manage ongoing monitoring and evaluation for health centers that Upstream has worked with outside of Delaware
- Work collaboratively with Upstream’s trainers and implementation coaches to enhance the impact of our work
- Plan and, if launched, manage possible national randomized trial of Upstream’s intervention
- With help from designers and copy editors, produce reports that communicate findings on the impact of Upstream USA’s work in clear and compelling formats
- Conduct necessary data collection and analysis to create evaluation and report on the financial benefit Upstream USA has delivered to its clients
- Enhance and manage Upstream’s internal and external dashboards
- Develop and maintain an index that measures the success achieved by different health centers
- Contribute to Upstream USA’s blog
- Other duties as assigned. We are a growing entrepreneurial organization and value flexibility among all staff!

Required Education, Experience, Knowledge, Skills and Ability

- Master’s degree or equivalent in related field such as public health, economics, demography, sociology or business administration
- 5+ years of experience in a monitoring or evaluation focused role
- Expertise in evaluation design, best practices and evaluation methodologies, ideally as they relate to social services or healthcare data
- Expertise in both quantitative and qualitative analysis methods
- Familiarity with implementing and/or effectively utilizing a database system (e.g., Salesforce) within an organization
- Experience building or customizing data collection and evaluation tools, rubrics, and assessments
- Ability to effectively summarize and communicate complex information to a variety of stakeholders in a manner that is clear and concise
- Ability to be bravely imaginative and think of multiple creative ways to evaluate an intervention or respond to the information needs of a target audience
- Keen awareness of the latest trends and industry practices in data collection, evaluation, and reporting
- Openness to feedback as a learning opportunity
- Commitment to outcomes and impact, not just effort and process
- An entrepreneurial impatience to collect data in faster and better ways
- Ability to travel 20% of the time
Valued and Non-Essential Education, Experience, Knowledge, Skills and Ability

- Knowledge of best practices related to same-day access to contraceptive care
- Experience in reproductive health
- Knowledge of publicly available and private data sets related to contraception or community health centers including the UDS, PRAMS, FPAR, and others
- Proficiency with Excel, statistical software (e.g., Tableau, STATA, SAS, SPSS, GIS), geospatial software (GIS), and survey software and analysis tools

Attributes

- Excellent interpersonal and communication skills, both written and verbal
- Demonstrates top-notch internal and external customer service at all times
- Ability to effectively manage multiple projects simultaneously and prioritize accordingly
- Persistent, creative problem solver
- Detail-oriented, without losing sight of the big picture
- Demonstrated follow through. Meets stated project management expectations on-time and with quality
- Flexible
- Sense of humor

How to Apply

Send resume and cover letter to sallinsearch@yahoo.com

New Venture Fund Careers

Upstream USA is a project of the New Venture Fund, a 501(c)(3) public charity that incubates new and innovative public-interest projects and grant-making programs. The New Venture Fund is committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic, rewarding and enables each of us to realize our potential. The New Venture Fund’s work environment is safe and open to all employees and partners, respecting the full spectrum of races, ethnicities, national origins, ages, sexual orientations, gender identities, beliefs, religions, faiths and ideologies, cultures, socio-economic backgrounds and levels of physical ability.