

## **Job Title: Program Evaluation Consultant**

### **Agency Mission & Background**

Guided by the wisdom and values of our tradition of respect for all people, Jewish Family Service of MetroWest New Jersey (JFS) provides innovative, compassionate, and outstanding social services to enhance the independence and well-being of individuals and families throughout all stages of life. JFS provides individual, couple, child and family counseling. Other services include play therapy, guidance for parents and teachers for children with behavioral challenges, community education workshops on topics including bullying, internet usage and anxiety in teens. Rachel Coalition, a division of JFS, supports victims of domestic violence with counseling and legal advocacy. JFS helps families caring for frail, home-bound older adults to put services in place so that they can stay in their own homes, forestalling the move to a nursing home. Social programs and services are provided for Holocaust Survivors. JFS provides satisfying opportunities to volunteer within the community for individuals of all ages.

### **Project Overview**

JFS is seeking an Evaluation Consultant to improve JFS's ability to capture and publish impact data. Reviewing clinical and non-clinical data evaluation systems is important to effectively demonstrate the true impact of JFS's array of services. Critical to this position is the ability to create data aggregation systems unique to each program at JFS, and help agency staff develop impact and outcome statements. It is additionally of prime import that the Consultant has interpersonal and change management skills. Ensuring that staff across all levels of the organization appreciate the value of data and impact evaluation, and can learn how to demonstrate the impact of their work, will be a vital component of the position.

### **Need**

The world of philanthropy is being challenged to be increasingly data driven. From individual donors to private and government funders, demonstrating impact is a requisite to giving. People and organizations alike want to know that an organization is able to prove that program outcomes align with program goals, and that there is a connection between services offered and results achieved. Unfortunately, it is difficult to measure impact in the social services arena, particularly for an agency such as JFS which has over 30 different programs. This is complicated by the fact that every funder requires a different method for evaluating and documenting program impact, requiring organizations to be detail-oriented, flexible, and constantly evaluating direct service staff to ensure that data is being collected and recorded accurately and comprehensively.

The ability to evaluate and measure the impact of services, qualitatively and quantitatively, is both an art and a science. A HIPAA-compliant case management system, keeping track of each and every client, is a requirement to keeping JFS's license as a provider of outpatient mental health services. This is accomplished through the agency's use of Unicentric. Unfortunately, it in no way allows for the complete recording of all JFS services. This is particularly true for grant-related programs, some of which require the use of specific data tracking systems controlled by the funder, and some expect agencies to have developed their own systems for data tracking

and evaluation. As the number of grants administered by JFS increases, the need to better document program results to ensure that program outcomes can be demonstrated is illuminated.

### **Scope of Work**

- Work collaboratively with agency staff to develop impact and outcome goals for every agency program.
- Work collaboratively with agency staff to develop data collection systems to accurately report data, in consideration of the unique needs of each program.
- Train agency staff on how to use data to improve and inform program outcomes and directions.

### **Timetable**

Scope of work to be completed in one year. JFS is looking to fill this position immediately.

### **Consultant Proposal Content Requirements:**

- Consultant or Firm – Include complete name, address, phone, and e-mail address
- Anticipated Scope of Work and Timeframe – Please describe your plan for accomplishing the work, including activities, format, and timeframe required to complete the project. Please provide a timeline that includes each phase of the project and a description of the expected time commitment of agency staff.
- Budget and Cost – Please detail the number of hours and hourly rate required for this project.
- Resumes – Please provide the resume of consultant including a summary of work on similar projects with similar agencies.
- Previous Clients/References – Provide a list of previous clients, as well as references.

Job Types: Part-time, Contract