



# Baltimore Child Abuse Center

**Position Title:** Data and Quality Assurance Analyst

**Supervisor:** Director of Grants Management

**Position Summary:**

The role of the Data and Quality Assurance Analyst will be to assure data collection is accurate and timely, to prepare and analyze reports for stakeholder review and grant purposes, provide support to staff in data entry and collection efforts and to manage the case tracking and client satisfaction systems. The Data and Quality Assurance Analyst will assist in monitoring program compliance with grant requirements, and work with program staff to monitor program compliance and status of deliverables. The Data and Quality Assurance Analyst works closely with the Director of Grants Management, Chief Operating Officer, Program Leadership, and all staff members that use the case tracking system.

**Responsibilities & Duties:**

- Administer the case tracking system including adding and deleting users, password assignments, data field changes, troubleshooting, etc.
- Work with software developers on the design, testing and roll out of a new client tracking system.
- Manage data migration from old client tracking system to new client tracking system.
- Assist in the development and ongoing maintenance of internal dashboard reporting, with an emphasis on client outcomes.
- Manage client satisfaction/outcomes survey and multidisciplinary team survey programs and related database systems.
- Create, edit and run statistical reports from the case tracking and client satisfaction systems and incorporate other sources of statistical data and program information to prepare monthly, quarterly and annual reports.
- Develop data entry/data collection policies and practices and monitor the accuracy, consistency and quality of data reporting on a regular basis.
- Work with Program Directors and Grants Management staff to define and track outcome goals and objectives.
- Distribute pertinent information regarding grant compliance and reporting obligations to Program Directors.
- Work with key staff and communications team on development of dynamic statistical, programmatic and client outcome reports for a variety of stakeholders, using data trends as a means of illustrating impact.

**Education & Skills:**

- Bachelors' degree required. Experience working with client data in a health services, child development or criminal justice setting preferred.
- Must have excellent computer skills, experience with databases, spreadsheets, graphs and charts and above average knowledge of Microsoft Word, Excel, PowerPoint and other related software programs.
- Highly detail oriented, well-organized and analytical.
- Excellent communication skills both oral and written.
- Ability to handle reading and reporting very sensitive and possibly traumatic data regarding individual child abuse cases.

**Additional:**

- This position is full-time, and may include occasional evening and weekend work.
- Flexibility, creativity and adaptability required.
- Candidate must successfully pass a background check.
- This is a one-year grant funded position with the opportunity for renewal.
- Equal Opportunity Employer with paid time off, health benefits, and parking provided.