

Director of Evaluation and Training

NYFS is actively recruiting for a Director of Evaluation and Training with three to five years of experience in client-driven, community-based program evaluation or research and experience conducting training, ideally for graduate level students in the mental health field. This position serves as a part of the NYFS Leadership Team. This is an in-person position located out of our Shoreview, MN location with one day per week work remote (Friday). To apply, please email your resume and cover letter to HumanResources@nyfs.org.

Scope of Position:

The Director of Evaluation and Training oversees training, program evaluation, and research at NYFS. This includes coordination of staff training and development and oversight of our internship program placing 10-12 interns and practicum students in our programs annually. This individual will support program development, supervision of interns, and will facilitate a reflective, developmentally attuned, high-quality internship experience. Program evaluation includes agency wide, program specific, and community-based qualitative and quantitative evaluation with clients (including mental health measures and outcome data), staff, and community focus groups and constituents surveys, among other ways NYFS understands and communicates our mission impact. With the Leadership Team and other appropriate staff, the Director of Evaluation and Training is also responsible for the development and supervision of research projects as well as relationships with local training and educational institutions. This is a full-time position and supervised by the President and CEO. This position will also participate on the Leadership Team, oversee our Program Evaluation Committee, and will attend board meetings where appropriate.

Position responsibilities include, but are not limited to:

1. Program Evaluation Oversight, Data Analysis, and Reporting

- a. In collaboration with Leadership Team, determine program evaluation needs and cadence for all programs and agency aligned with reporting requirements and best practices.
- b. Work with Leadership Team to develop, implement, and effectively report outcomes from the data creating comprehensive protocols for ensuring high quality metrics. Gather both quantitative and qualitative data through various methods, such as surveys, interviews, and focus groups.
- c. Work within our Electronic Health Records database, through surveys, and other systems to obtain and understand data.
- d. Identifying, analyze, and interpret data to assess the effectiveness of programs. Dis-aggregate data to understand our client population, needs, and impact of programs on the populations we serve.
- e. Through intentional constituent engagement and aligned with our strategic priorities, engage in community-based evaluation to gather comprehensive information about client and community needs and barriers to care.
- f. Provide the leadership for the reporting of findings and the distribution of the results to the community. Create a Client Service Dashboard for reporting to the board and staff.
- g. Provide actionable insights and suggestions for program improvement based on evaluation findings.

2. Direct and Supervise the NYFS Internship Program

- a. Develop and maintain a robust internship program in which interns acquire a training experience grounded in reflective, trauma-informed, culturally responsive care attuned to the developmental needs of each client.
- b. Oversee 8-10 clinical interns and 2-3 bachelors-level interns annually.
- c. Coordinate with program managers and directors to ensure comprehensive staff supervision of interns. Support staff in accessing needed training consultation to provide clinical supervision. Ensure STEPS interns have BIPOC supervision and/or mentorship as a structured component of their training experience.
- d. Coordinate or provide facilitation of a regular reflective practice supervision meeting for clinical trainees and reflective consultation meeting for clinical supervisors.
- e. Oversee evaluation of the internship program and intern feedback on their experience.
- f. Ensure interns follow agency policy and procedure and professional ethics.
- g. Build and maintain robust partnerships with local universities that place interns at NYFS. Participate in appropriate field fairs, maintain information on websites, and collaborate with students and their supervisors to address performance concerns with the support of the schools.
- h. Supervise the recruitment, selection, and orientation of interns in alignment with NYFS mission and values. Provide leadership in the selection criteria and selection process for candidates for NYFS internships.

3. Coordinate Staff Training and Oversee Development of the NYFS Training Institute

- a. With the Leadership Team, determine all training offered to NYFS staff, including quarterly cultural responsiveness trainings and annual training week. Coordinate with presenters, ensure aligned content with staff needs, apply for CEUs when applicable, and produce high quality trainings.
- b. Oversee internal staff training programs, such as the NYFS Clinical Ladders Program.
- c. Begin development, in collaboration with the leadership team and Board of Directors, and provide oversight of an NYFS Training Institute.
- d. Identify and implement educational opportunities in the community at large, including mental health agencies, schools, social service agencies, and appropriate conferences.

4. Research Project Oversight

- h. In collaboration with Leadership Team, determine research projects on an annual basis.
- i. Identify community partners for research as appropriate and collaborate with staff/grant writer on funding for the project.
- j. As appropriate, provide the leadership for the reporting of findings and the distribution of the results to the community.

Required Qualifications:

- Postsecondary education or commensurate years' experience related to program evaluation, statistical analysis, public health, or mental health (social work, marriage and family therapy, psychology, etc.).
- Three to five years of experience in community driven program evaluation and/or research.

- Demonstrated ability to propose, plan, initiate, and implement evaluation activities.
- Proficiency in various data collection methods, including surveys, interviews, and focus groups.
- Familiarity with statistical software and data analysis tools.
- Strong ability to analyze data and identify patterns and trends with proven skill in reporting results.
- Strong project management skills, with specialized training preferred.
- Passion and skill in staff development and training and intern training.
- Excellent written and oral communication skills, including ability to communicate complex information clearly and concisely in both written and oral formats.
- Ability to manage multiple projects under deadlines, be detail and results oriented.

Preferred Qualifications:

- Speaks Spanish, Hmong, Karen or Somali
- Masters or PhD Degree, especially in a mental health related field
- Experience providing clinical and administrative supervision

Strong candidates will have a solid understanding of their own culture and practice sensitivity and respect to the cultural backgrounds of clients as well as other staff. NYFS welcomes clients as well as staff with diverse cultural/ethnic identities, sexual orientations, gender identities, disabilities, and socioeconomic backgrounds.

Salary Range: \$85,000 - \$90,000 per year based on education, training and/or experience.

NYFS Benefits:

- Competitive benefits include medical, dental, vision, life insurance, AD&D, and short- and long-term disability. 401k that matches at 3%, vested immediately. Options to contribute to health savings account (HSA) and flexible spending account (FSA).
- Generous Paid Time Off, Reasonable Time Off (similar to sick time), and Holiday policy.
- Generous stipend to seek out training with 5 CEU days.
- Reimbursement for Licensure or Certification fees.
- Flexible schedule collaboratively determined with your supervisor with options for remote work. Staff may work from home on Fridays.
- The final week of the year NYFS closes services to ensure all staff have a paid collective week off to support work sustainability.
- Many agency sponsored training opportunities including cultural responsiveness trainings quarterly.
- Paid parental leave policy.

Agency Overview:

Northeast Youth and Family Services (NYFS) is a community-based nonprofit founded in 1976 serving Northeast Ramsey County. NYFS provides trauma and culturally responsive clinic-based, and school based mental health services, domestic and sexual violence services, and community-based services including diversion programming, youth development programming, and community advocacy with offices in Shoreview and White Bear Lake. We have long-standing partnerships with 15 municipalities in Ramsey County; NYFS' services are genuinely community-driven.

Who We Are:

NYFS lives its deep values around providing integrative care for the whole family with a focus on youth, young adults, and their caregivers. Staff are dedicated, innovative, and mission-driven, offering authentic, relational, client-centered care. The team is playful, creative, growth-oriented, down-to-earth, and hardworking – and we laugh a lot! We are committed to genuine integration of trauma and culturally responsive care across the agency. As a trauma-responsive organization, NYFS is actively invested in organizational supports for staff wellness and work sustainability. We believe in a family-first work environment, rather than seeking work/life balance.

We are committed to a policy of equal employment opportunity in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. We do not discriminate based on race, color, religion, creed, national origin, sex, age, disability, marital status, sexual orientation, place of residence, political affiliation, veterans' status, or status with regard to public assistance, or any other class protected by local, state, or federal law. NYFS provides reasonable accommodations to qualified individuals with disabilities upon request.