



Survivors of Torture, International (SURVIVORS)  
**Data Quality and Evaluation Manager Job Posting**

Reports to: Operations Manager  
Effective Date: June 2021

Location: San Diego, CA  
FLSA Status: Exempt, Full-time (1.0 FTE)

**General Purpose of the Job:** Creates and manages data reports, ensures data quality, as well as analyzes data based on outcomes using Efforts to Outcomes (ETO) Touchpoints database.

**Essential Duties and Responsibilities:** (The examples of functions are not necessarily exhaustive. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.)

- Build out, maintain and update database system
- Develop and implement protocols for data entry and collection, and quality control practices including regular audits for quality and timeliness of data
- Create custom reports within ETO's report system for grants manager, funders and executive director
- Work closely with clinical and administrative staff to ensure timely, high-quality data entry aligns with funder-mandated and other reporting needs
- Train and support staff in identifying, troubleshooting and properly using metrics for data tracking requirements and program evaluations
- Strive to make users' interactions with ETO as smooth and logical as possible, such as creating a data quality standards manual and/or informative materials to support ETO users
- Collaborate with Program Manager or designee for quality assurances of data, troubleshooting any data issues
- Analyze data and find relevant insights
- Lead monthly all-staff deliverables meeting with clear reports and, as needed, tables and charts
- Provide senior staff with feedback and suggestions for progressively enhancing the quality of data collection and program effectiveness
- Adhere to HIPAA and other privacy and security safeguards
- Participate in National Consortium of Torture Treatment Programs' Research and Data Committee calls and related activities
- Adhere to ethical standards as outlined in agency and external IRB protocols
- Assist in developing grant applications/proposals
- Supervise data and evaluation intern as available
- Perform other duties as assigned

**Minimum Qualifications:**

- Strong commitment to the mission of Survivors of Torture, International
- Bachelor's degree required, preferably in psychology, sociology, statistics, economics, informatics or a related field
- Minimum of 2 to 3 years of applied experience in database administration
- Knowledge of SQL scripting/testing with the ability to become proficient
- Experience with ETO a plus; other data management systems valued
- Ability to prioritize and manage time effectively (including ability to meet multiple deadlines)
- Ability to present complex information in an accurate, understandable and compelling manner for various audiences, especially non-technical colleagues
- Strong verbal, written and interpersonal communications skills
- Accuracy, attention to detail and organizational skills a must
- Comfort working independently and collaboratively
- Experience working with grant-funded programs, especially government-funded programs, strongly preferred

**Compensation:** Competitive salary and benefits offered.

**Application procedures:** To be considered for this position, please send a detailed cover letter, resume and salary requirements as a Word document or PDF file to confidential email: [hiring@notorture.org](mailto:hiring@notorture.org). Please include "Data Quality and Evaluation Manager" in the subject line. No phone calls please.

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