



Senior Managing Client Consultant

Who We Are

Over the past decade, Empact Solutions has established itself as an innovative organization committed to strengthening communities through the power of data-informed decision-making. We leverage our backgrounds in youth justice, data management and analytics, social work, evaluation and organizational development in pursuit of this mission. We help to demystify data by using an approach that is as much social work as it is data work - meeting youth justice systems and their partners where they are at while providing innovative and accessible services.

Being attentive to our team's needs is of equal importance! We strive to hold space for one another's full humanity, recognizing that our personal development is professional development. We are a supportive, dynamic, and passionate team that aims to support the professional growth of one another in pursuit of our vision. We promote a strengths-based, collaborative culture that embraces innovative ideas and open communication to inspire growth and excellence.

Our Approach

Empowerment. Empact Solutions bridges the gap between youth justice systems and their data needs through strategic capacity-building approaches. Our methods empower our clients to leverage data to make informed decisions in a sustainable way.

Empathy. We know data can be accompanied by frustrating circumstances and time-consuming hurdles. With understanding, patience and an effective process, we make data more accessible and less intimidating... while decreasing the long-term burden of managing it.

Impact. Our mission is to support youth justice systems and their partners to have a greater impact on the communities they serve through a strategic, efficient and empowered approach to using data.

Senior Managing Consultant of Client Services

We are seeking candidates to fill an exciting position that provides location independence on a small team of committed and passionate changemakers focused on youth justice. This person should be a purpose-driven, collaborative leader who has strong experience managing client work and teams. We are looking for someone who is interested in helping to co-create and build a robust vision for our purpose-driven organization. Candidates should have exceptional written and verbal communication, computer, and problem-solving skills. They should be resourceful, adaptable and organized with the ability to build strong rapport with clients. Finally, this candidate should bring a skillset that helps translate vision into action. Preferably, they would have experience working in the youth justice system.

Duties and Responsibilities

Immediate Responsibilities

- Carry out specific aspects of client work: track project progress (ongoing), take an active role in key client meetings, manage communication with client, delegate team responsibilities/involvement for deliverables, manage scope of work and expectations.
- Identifying and leveraging client templates, processes, strategies and outcomes for future client work.
- Track and communicate project progress to team and client as needed.
- Manage/Support the development of proposals (ie scope of work) and budgets during the client acquisition process.
- Manage team of consultants to ensure timely execution and standard of work, and ensure appropriate prioritization of tasks.
 - Provide oversight of client project progress.
 - Accountable for quality of results produced.
 - Manage escalations, support issues and provide direction to project lead.
 - Ensure effective alignment of services with the company mission, vision and values.
- Coach and develop senior and junior consultants to ensure development and growth for each member, and identify and communicate collective developmental needs to the management team to coordinate additional training as needed. Onboard senior and junior consultants as needed.

- Apply relevant data + measurement to client work and outcomes.
- Support the implementation of innovative practices in client services.

To Be Developed Over Time

- Collaboratively develop, iterate, and manage a clear and specific process for client projects from innovation to execution.
- Support the development of and monitor the performance of success indicators.
- Support the development and integration of research & development findings into service delivery – examples of this may be best practices in data viz, organizational development, implementation science, and change management.

Skills and Experience

- Minimum two years of management and leadership experience.
- Experience developing and implementing managerial systems.
- Project management and team development in a consulting environment.
- Ability to support the institutionalization of values and innovative strategies in the service delivery model.
- Experience with data visualization and dashboarding.
- Experience with Tableau or other business intelligence tools.
- Experience working with or within youth justice systems.
- Excellent verbal and written communication skills.

Qualities

- Commitment to social justice and race equity.
- Collaborative approach to working with team and clients.
- Capacity to work in a growing, innovative culture.

- Comfortable with supporting the development of agile teams.
- Commitment to excellent service delivery.
- Inspiring leader.
- Comfortable working with remote teams.

Compensation

Base salary will be within the 65-80k/year range in lieu of benefits and will be based on experience.

If you are excited about this opportunity and feel you are a good fit for our organization, please send a cover letter and resume to info@empactsolutions.org