



**Evaluation Manager
(Boston and Waltham)**

More Than Words (MTW) seeks a highly-motivated and detail-oriented Evaluation Manager to be an internal and external champion of the MTW model. This position requires an individual with program evaluation experience, a deep understanding of how data can make non-profit practice more efficient and effective, and a commitment to serving & supporting ongoing organizational learning.

This full-time salaried position reports to the Director of Evaluation and Learning and works in partnership with the staff at every level of the organization and serves as a role model and professional resource for youth. This position offers an exciting opportunity for an individual with a high degree of social responsibility and an orientation to high performance to join a growing organization that combines “doing good, while doing well.”

About More Than Words

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience working as a team to operate retail and online businesses and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job – one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth with marketable skills critical for success in work, college and life. See MTWyouth.org for more information.

MTW is an exemplary organization that has continually held up a mirror to identify areas for improvement and accountability; that ethic is part of the culture and fabric of MTW, and it extends to our commitment to ensuring our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults we are privileged to serve. People of color are highly encouraged to apply.

Key responsibilities of this position include, but are not limited to:

Engage with staff as a champion of the More Than Words model.

- Train and onboard staff and young adult employees in the MTW theory of change, logic model, and evaluation practices.
- Train and onboard staff in data entry responsibilities, how their data will be reviewed in supervision, and how their data connects to the organizational goals and mission.
- Improve existing training materials and develop new materials to support ongoing learning and understanding of the MTW model.

- Participate in site-level and department-level staff meetings to add strategic model perspective to day-to-day conversations and programming decisions.
- Participate in MTW's Training Institute to train other professionals on the MTW model.
- Provide technical support and assistance in response to staff & youth needs.
- **Maintain the quality of MTW's participant and program data.**
 - Lead monthly Audit Meetings with staff to check data for accuracy, completeness, and timeliness with support from Evaluation Coordinator.
 - Ensure daily process reports reflect accurate and up-to-date data.
 - Design new reports and/or monitoring processes to better ensure data entry errors are fixed in a timely fashion.
 - Manage survey collection and incentive distribution process for bi-annual follow-ups with MTW graduates (2-years after completing Core Social Enterprise) and annual follow-ups with MTW alumni (3-5 years after completing Core Social Enterprise).
 - Create monthly, quarterly, and annual grant reports.
- **Design and implement systems to engage staff and young adult feedback as part of MTW's evaluation & learning practices.**
 - Engage staff and young adults in monthly review of program dashboards and collect feedback and responses.
 - Identify opportunities within existing data collection structures to better capture and organize feedback from young adults (program participants).
- **Deepen the organization's understanding of our theory of change and its implementation through qualitative and quantitative data analysis projects.**
 - Work with staff & leadership to identify core questions to answer with data.
 - Create data analysis plans and execute data analysis with support of Evaluation Coordinator.
 - Create reports with top-of-the-line data visualization to engage staff & leadership in data-supported decision making.

Candidates should possess the following qualifications:

- Customer service experience.
- Enthusiasm and interest in leveraging data to improve nonprofit program delivery.
- Bachelor's degree or equivalent experience with applying evaluation, research methods, or statistics in a business or nonprofit setting.
- Ability to work independently and in a team setting.
- Demonstrated strong written and verbal communication skills.
- Intermediate to advanced use of Microsoft Excel, Word, and Powerpoint.
- Basic experience with statistics programs preferred (incl. SAS, SPSS, r, SQL-based programs such as Access or MySQL).
- Experience with Customer Relationship Management platforms preferred (e.g. Efforts to Outcomes, Salesforce).

Benefits:

- Medical and Dental Insurance
- 401K
- Generous paid vacation and sick time
- Significant growth opportunities and professional development
- Employee Discounts

Compensation: Competitive; commensurate with skills and experience

To Apply: Send cover letter and resume to: evaluation@mtwyouth.org.

MTW's Boston and Waltham sites are both commuter friendly. Our Boston site is conveniently located near public transportation and our Waltham site is just a short walking distance from the Waltham stop on the Boston/Fitchburg commuter rail along with the MBTA 70 & 70A bus lines.

More Than Words is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.