



COUNTY OF SUMMIT

THE HIGH POINT OF OHIO

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Performance Management Analyst/Researcher

Below you will find the details for the position including any supplementary documentation and questions you should review before applying for the opening. To apply for the position, please click the **Apply for this Job** link/button.

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Position Details

Job Information

Appointing Authority	Summit County Children Services
Department/Division	Children Services
Full Time/Part Time	Full Time
Regular/Temporary	Regular
Work Schedule	Monday – Friday; Hours may vary.
Job Description	The Researcher/Data Analyst supports the mission of the agency through the monitoring and evaluation of SCCS programs and services. The incumbent is responsible for analyzing the aggregate data from agency operations to monitor and report key performance indicators that drive performance. Specifically, the incumbent is responsible for monitoring the agency's compliance with federal and state benchmarks, and managing the data reporting and analysis needs of the agency.
Required Qualifications	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Strong analytical and critical thinking skills, and effective written and verbal communication skills required. Detail oriented. Proficiency in the use of data analysis tools, including those available in SQL Server Reporting Services (SSRS), Statistical Package for the Social Services (SPSS), the Statewide Automated Child Welfare Information System (SACWIS), Business Intelligence Channel (BIC) and Results Oriented Management (ROM) required.</p> <p>Education and/or Experience</p> <p>Bachelor's degree in data science, statistics, or related field with minimum of two (2) years of experience conducting research and performance management analysis in a human services field required; Master's Degree in Data Science, Social work, Public Administration or related field, preferred.</p> <p>In lieu of bachelor's degree, minimum five (5) years of experience conducting research and data analysis in a public child welfare agency.</p> <p>Computer Skills</p> <p>Proficiency in the use of data analysis tools, including those available in SQL Server Reporting Services (SSRS), Statistical Package for the Social Services (SPSS), the Statewide Automated Child Welfare Information System (SACWIS), Business Intelligence Channel (BIC) and Results Oriented Management (ROM) required.</p>

Preferred Qualifications	
Pre-Employment Testing Requirements	Criminal Background Check, Pre-employment Drug and Alcohol Testing
Work Environment	<p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is rarely exposed to outside weather conditions. The noise level in the work environment is usually moderate.</p>
Physical Demands	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to sit; use hands to manipulate objects; reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk.</p> <p>The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds, occasionally lift and/or move up to 75 pounds and rarely lift and/or move up to 100 pounds.</p> <p>Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p>
Licensing/Certification	<p>Certification in process analysis/improvement (e.g., LEAN/Six Sigma) preferred.</p> <p>Incumbent must possess a valid State of Ohio drivers' license and auto insurance as defined by Ohio Administrative Code (OAC) at all times.</p>
Additional Information	<p>Supervisory Responsibilities</p> <p>This position has no supervisory responsibilities.</p> <p>Other Qualifications</p> <p>Incumbent is required to travel to/from Agency meetings within the County and State as directed by the Executive Director and/or Division Director, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-owned vehicle is secured. Personal vehicles must be in good working order and appropriately accommodate passengers as needed. Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times. Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.</p>

Job Duties

Job Duty Name	Essential Job Duties and Responsibilities
	<p>Develops, prepares and presents monthly reports to Department Director and Senior Management team on identified program quality and compliance measures.</p> <p>Oversees routine and custom ad hoc data requests from SCCS senior management team and outside agencies; Works in concert with SCCS leadership team and affiliated partners to collect, validate, and refine performance data.</p> <p>Analyzes data to identify trends and make recommendations for further study and revisions to practices to senior management team; Develops organization?wide performance dashboards, identifies and understands variances, and participates in corrective action plans.</p> <p>Develops and implements research designs and instruments for use in program/service evaluation. Conducts statistical analysis and prepares technical and scientific reports with ultimate oversight/final approval by the Department Director and/or Exec Team member.</p> <p>Understands fully the impact of operational changes, and demonstrates strong problem?solving skills on behalf of the SCCS leadership team.</p> <p>Collaborates with Quality Improvement team and other departments to collect quality, timely data to measure and drive operational and client focused performance; Collaborates with Quality Improvement team in defining specs for creation of new reports, development through to validation</p>

Description of Job Duty	<p>and testing; Includes educating users and supporting use of automated and ad hoc reporting functionality.</p> <p>Supports client focused and operational performance and continuous improvement through modeling, analytics and partnering with local and statewide agencies to provide optimal integration of business and client focused processes.</p> <p>Sets up, collects and analyzes data to measure success of Sound's Big Clinical Programs and pilots.</p> <p>Manages projects as needed by the Department Director, Client Rights & Quality Improvement; Participates in workgroups to complete special projects or goals assigned to the Client Rights & Quality Improvement department.</p> <p>Attends and participates in agency meetings; recommends appropriate action and/or policies to maximize caseworker and client success, focusing on the safety of children in the agency's care.</p> <p>Coordinates Agency research efforts and grant/funding opportunity initiatives.</p> <p>Mentors staff regarding data collection and analysis. Offers regular support and educational meetings or trainings, as needed.</p> <p>Serves as researcher or liaison for agency ad hoc problem-solving and innovative program development committees.</p> <p>Maintains professional and technical knowledge by attending educational workshops; reviews professional publications; establishes personal networks; participates in professional societies/associations.</p> <p>Participates in agency wide and community initiatives which support the overall mission of the agency.</p> <p>Other related duties may be assigned.</p>
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Job Duties

Job Duty Name	Core Competencies
Description of Job Duty	<p>To perform this job successfully, an individual must demonstrate the following competencies:</p> <ol style="list-style-type: none"> 1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure. 2. Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information. 3. Customer Service – Manages difficult or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments. 4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan; Follows through on commitments. 5. Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce. 6. Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions. 7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed. 8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention. 9. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner.

	<p>10. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.</p> <p>11. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules staff and their tasks; Develops realistic action plans.</p> <p>12. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.</p> <p>13. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization’s goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.</p> <p>14. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.</p> <p>15. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.</p> <p>16. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.</p> <p>17. Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.</p>
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Requisition Details

Requisition Details

Requisition Number	C/U - 1042019-P
Working Title	Performance Management Analyst/Researcher
Posting Type	External/Public Posting
Number of Vacancies	1
Advertised Salary	\$26.00 Minimum Hourly – \$36.65 Maximum Hourly
Open Date	11/21/2019
Close Date	12/05/2019
Open Until Filled	No
Special Instructions Summary	

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Do you have bachelor's degree in data science, statistics, or related field?
 - Yes
 - No
2. * Do you have a minimum of two (2) years of experience conducting research and performance management analysis in a human services field?
 - Yes
 - No
3. * Do you have a minimum five (5) years of experience conducting research and data analysis in a public child welfare agency?
 - Yes
 - No
4. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
 (Open Ended Question)
5. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
 (Open Ended Question)
6. * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system? If

yes, please provide relevant information. If no, please enter "No"

(Open Ended Question)

7. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
- Yes
 - No
8. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"
- (Open Ended Question)
9. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".
- (Open Ended Question)
10. * Do you currently use tobacco products?
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter

Optional Documents