

Data Coordinator

New York Harm Reduction Educators, Inc (NYHRE) started as an activist-based illegal needle exchange and is now New York's largest syringe exchange program. NYHRE provides integrated health and social services to marginalized, low-income substance users utilizing a grass roots harm reduction approach. Legally constituted in 1992, we serve over 5,000 people each year in the Bronx and East Harlem using a unique street-side, low-threshold service delivery model. Mobile units and tents are set up where individuals who engage in high-risk behaviors congregate and services are delivered right on the streets in a non-judgmental, non-coercive manner by culturally sensitive staff. Services are also offered at two storefront offices, one in the South Bronx and one in East Harlem.

NYHRE encourages a collaborative environment where staff are expected to be proactive in their work and encouraged to actively participate in the improvement of service delivery and the development of programs.

Position Summary:

The Data Coordinator is a systems thinker who understands data's relationship to program services, data management systems, and is able to identify trends and manipulate data to demonstrate qualitative ideas. The position is responsible for developing and producing all necessary reports to ensure program deliverables are met, support quality assurance and quality improvement efforts, and present information for fundraising and PR purposes.

Responsibilities:

- Manage all agency data collection systems (incl. AIRS, and GPRA), and develop systems that can be integrated with these as necessary to expand capacity of current systems. Design/ develop solutions to data tracking and evaluation problems.
- Accurately generate, submit and track all funder reports. Collaborate with program staff and funders to ensure that reports are comprehensive and timely.
- Review, maintain and update data management policies and procedures from data collection through data entry, analysis, quality assurance and reporting.
- Recruit, train and supervise data staff. Work with the Assistant Data Coordinator to analyze workflow and assign or schedule work to meet priorities and goals.
- Collaborate with senior staff to develop the most effective and efficient ways of managing the program's data needs to accurately represent service delivery and outcomes. Develop and maintain systems to hold program staff accountable for the accuracy and timeliness of data submission, and train NYHRE staff on appropriate data processes.
- Work with senior staff to identify appropriate data items for tracking, develop data collection tools, and develop necessary queries and management reports for quality assurance and quality improvement purposes. Produce and distribute reports on a regular basis.
- Perform ongoing data evaluation and verification to ensure that all data is accurate and to identify emerging trends. Perform regular data cleaning, and enlist the assistance of senior staff to resolve discrepancies.
- Respond to requests for information and/or data from staff and consultants.

Requirements and Experience:

- Bachelor's degree or equivalent experience required.
- 3-5 years data entry, analysis and reporting experience required, with 2-3 of those in a management capacity.
- Solid working knowledge of AIRS, SQL, Excel, VBA, Crystal Reports and other data management programs that can interact with AIRS is preferred.

- Demonstrated experience working with program data and developing and implementing effective data evaluation tools and reporting.
- Must be an easy-going and approachable problem-solver able to juggle multiple demands and effectively negotiate consensus. Strong oral and written communication skills a must.
- We are ideally looking for candidates with an active interest in harm reduction, syringe exchange, and/ or social justice as it pertains to individuals who use drugs, who are committed to working in a multi-cultural, multi-racial, harm reduction environment.

Reporting to: Director of Quality Assurance and Evaluation

Supervises: 3 member data team

Status: Full-time, Exempt

To apply: Send a resume, a cover letter that effectively addresses the responsibilities and requirements and demonstrates your ability to contribute positively to the agency, and salary requirements to Shelley Huggins at shuggins@nyhre.org, or via fax to 718.842.2593. Subject line should read, “Data Coordinator position – *last name*”. The attachments should be entitled “Lastname, Firstname CoverLetter”, and “Lastname, Firstname Resume”. No calls please.

NYHRE is an Equal Opportunity Employer. Individuals who have personal experience with drug use, PLWHA, women, people of color, members of the LGBTQ community, and the formerly incarcerated are strongly encouraged to apply.