TEXAS CASA SEEKS OPERATIONS AND DATA ANALYST

Location: Austin, Texas (Hybrid)

Reports to: Chief Network Services

Officer Effective: July 2022

Texas CASA (Court Appointed Special Advocates) is part of a national volunteer movement that began in 1977 in Seattle when a juvenile court judge conceived the idea of citizen volunteers speaking up for the best interests of children who are in foster care due to allegations of abuse or neglect. Today, the CASA movement has evolved into one of the largest volunteer organizations in the country. CASA volunteers are appointed by judges to watch over and advocate for these children in court, school and other settings; with the goal of reuniting children with their families whenever safe and possible. Volunteers stay with each case until it is closed, assessing their safety, needs and permanency.

In Texas, there are 72 local CASA volunteer advocacy programs with more than 11,000 volunteers serving nearly 30,000 children in 219 counties across the state. Texas CASA is the statewide organization that provides funding, resources, training and support to these local programs to ensure they can operate effectively and seek out the best possible volunteers who will advocate passionately for the children they serve.

Texas CASA is an inclusive, welcoming and affirming organization that values, celebrates and actively seeks diverse candidates. We are an equal opportunity employer and do not discriminate against any individual, employee or applicant on the basis of race, national origin, color, creed, sex, age, pregnancy, sexual orientation, gender identity, gender expression, disability, or veteran or citizenship status. People of all identities are encouraged to apply.

POSITION SUMMARY:

The Operations and Data Analyst works to maximize Texas CASA's impact and efficiency by utilizing creative decision-making and software solutions. The Operations and Data Analyst works to make CASA data more accessible and understandable throughout the organization and its network of 72 local CASA programs. Deliverables will include custom dashboards and reports created annually and maintained in Tableau and Salesforce. The Operations and Data Analyst also works to evaluate and communicate the impact of services and initiatives provided by the Network Services (NS) team to the CASA network.
Deliverables will include surveys and summaries for use by both Texas CASA and the CASA network. The Operations and Data Analyst also supports NS team members in evaluating and reporting the impact of the division's services and initiatives.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Work closely with the Chief Network Services Officer on special projects
- Create data visualizations, dashboards and reports for local CASA programs annually based on new areas of advocacy
- Maintain and distribute annual or quarterly data visualizations and dashboards previously created to support and promote data-driven decision-making throughout the network
- Consult internally to assess network needs, trends and impact in relation to Network Services and Texas CASA's services and initiatives
- Improve access, understanding and utilization of program performance data by providing quarterly reports, including risk assessments, to the NS team and executive staff
- Create forms/tools for tracking and aggregating needed information from the CASA network and creating related reports
- Work closely with Database Administrator to maintain and develop Salesforce functionality and features for Network Services
- Participate in meetings with network focus groups, as assigned
- Present materials and provide internal trainings at Texas CASA staff meetings, as needed or requested
- Support team members in an annual evaluation of team services and initiatives and create a presentation of the results for Texas CASA's Board of Directors
- Create network satisfaction annual survey and evaluate by gathering, analyzing, reporting and responding to feedback
- Enhance capacity-building efforts throughout the network by providing resources, onsite training or assistance as needed
- Develop Quality Assurance data reports and tools for each cycle and provide support related to results and accurate data entry
- Develop visualizations for annually required evaluations, including Collaborative Family Engagement reports for each legislative session
- Create data visualizations for other teams within Texas CASA, such as for biennial CASA Day at the Capitol advocacy day
- Develop strategies and interventions by Network Services and Texas CASA for the CASA network based on analysis of data and trends
- Utilize individual research, coursework and other professional development opportunities to further advance expertise in innovative and change management practices
- Participate in the delivery of Texas CASA trainings and events, including the Texas CASA Conference, as needed and/or assigned
- Provide general assistance and support to local CASA programs through phone and email communication
- Manage Google Groups for Executive Directors, Program Directors and Courtesy CASA designees
- Participate in internal and Board of Directors data committees
- Perform all other duties as assigned

QUALIFICATIONS:

Required:

- College degree or 2 years of equivalent experience in nonprofit administration or management, data analysis or related field
- Advanced skills in Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Must be able to pass a background check

Preferred:

- Master's degree
- Experience with Salesforce and Tableau, or similar technologies
- Prior experience working in child advocacy and nonprofit organizations
- Understanding of the CASA network and Texas CASA program standards

KNOWLEDGE, SKILLS & ABILITIES:

- Effective at research related to data analysis
- Skill in interpersonal relationships, including the ability to motivate people, negotiate among multiple parties, resolve conflicts, and establish and maintain effective working relationships with various levels of stakeholders
- Strong problem-solving and trouble-shooting skills
- Ability to communicate effectively both orally and in writing, including public speaking and presentations
- Ability to manage multiple projects simultaneously, work independently, meet deadlines, organize, prioritize responsibilities, and identify and resolve conflicts in a timely and appropriate manner
- Ability to manage and maintain confidential information
- Must possess a focused and disciplined work ethic, be detail oriented and be comfortable working in a team-oriented environment
- Commitment to diversity, equity and inclusion; as well as willingness and openness to learning, growing and having discussions around this arena

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

Hybrid (partially remote and in person) working environment. The Operations and Data Analyst will be expected to have transportation to attend offsite meetings and various events. Occasional out-of-town overnight travel. The Operations and Data Analyst will spend some time in the office that could involve intermittent physical activities including bending, reaching, sitting, and walking during working hours. Additionally, it is anticipated that the person may spend several hours of each day seated at a PC. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.

FLSA STATUS: Non-exempt

COMPENSATION: Dependent on experience, starting at $60,000. In addition, the person will be eligible to participate in Texas CASA standard employee benefit programs, the first of the month after 30 days following the date of hire, which include:

- · Medical, Dental, Vision
- · Group Life and Accidental Death and Dismemberment Insurance
- · Short- and Long-Term Disability
- · Vacation, Personal Days, Paid Sick Time
- · 403(b) Retirement Plan

HOW TO APPLY:

Please email a cover letter, resume and three references to jobs@texascasa.org. The subject line of the email should be "Texas CASA Operations and Data Analyst Application." Please email requested documents with attachments in PDF format only. We do not accept phone inquiries regarding the position.

Please describe your interest in the position and include a detailed explanation of how your experience meets the minimum qualifications and prepares you for the responsibilities outlined in the job description.

Texas CASA is an inclusive, welcoming and affirming organization that values, celebrates and actively seeks out diverse candidates. We are an equal opportunity employer and do not discriminate against any individual, employee or applicant on the basis of race, national origin, color, creed, sex, age, pregnancy, sexual orientation, gender identity, gender expression, disability, or veteran or citizenship status. People of all identities are encouraged to apply.