Position Description: Data and Systems Manager of Contra Costa County
https://www.rainbowcc.org/

Reports To: Director of Operations, Wellness, and Culture
Work Status: Full Time (1 FTE)
Department: Administration
Salary Range: Firm $65,000 annual
Location: Remote work with hybrid office model
2380 Salvio St., Suite 301, Concord, CA 94520
Benefits: Regular full-time employees receive sick time accrual and usage, 14 single paid holidays and 3 Floating Holidays annually in addition to December 25 through January 1, when the organization is closed. Rainbow pays 75% of Kaiser health insurance premium and the full premium for vision, dental, and short-term life through Principal.
Payroll Type: Exempt
Supervisory: No
Initiated/Updated: August 10, 2022
Regular Hours: 40 hours per week
Schedule: Monday to Friday; flexible hours and subject to negotiation
Position Available: September 1, 2022
Union: Anticipating contract with Teamsters 856 of which this position is eligible as part of the bargaining unit and guaranteed by the National Labor Relations Act.

ORGANIZATIONAL HISTORY
The Rainbow Community Center of Contra Costa County (Rainbow) was founded in 1995 to serve the well-being of the LGBTQI+ Community in Contra Costa County. Founders wanted to develop programs to reduce isolation of LGBTQI+ people and provide a space for community development. Rainbow continues to provide a safe and welcoming place building community among LGBTQI+ persons and our allies through social programs, support groups, clinical services, training, special events, and emergency programs.

MISSION
Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies.

VISION
Rainbow envisions a society that advocates for and celebrates gender and sexual diversity, racial justice, safety, and liberation for all through healing centered engagement.

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies through social opportunities, health & wellness services, and awareness programs.

Rainbow transcends its vision from inclusive to expansive*, as we will be able to represent by centering and reaching a wider scope of Marginalized LGBTQI+ and Intersectional Identities more effectively.

Historically Marginalized and Intersectional LGBTQI+ Identities encompass:
- Transgender and Gender Non-conforming
- Black, Indigenous and People of Color
- Women
- Neurodiversity & Mental Health Abilities
- Physical Abilities
- Body Diversity
- HIV Status
- Elders
- Youth
- Immigrants
- Interfaith
- Familial Composition
- Class/Socioeconomic Status

*‘inclusive’ with its implied power differential, whereas ‘expansive’ refers to centering power with marginalized people
VALUES

Authenticity. We are legitimate and true, able to express hope, pride, joy, love, compassion, and support with one another and ourselves.

Bravery. We cultivate emotional strength building spaces for ourselves and one another that inform and redefine safety.

Education. We teach in welcoming, dynamic, fluid, open-hearted, and impactful ways demonstrating we are always learning.

Healing. We believe in holistic, restorative, and transformational approaches and processes.

Liberation. We are committed to racial and economic justice through the work of solidarity, positive representation, equity, and advocacy, to achieve freedom of limits.

ORGANIZATION CULTURE

Our services are based upon a three-tier model of interventions that are designed to reduce isolation, identify individuals in need of direct support, and increase resiliency of our community members — all while building skills needed to cope with the impact of living in a heteronormative and often rejecting dominant culture. Our work is also grounded within a vision of creating a society that embraces acceptance for people of all sexual orientations and gender identities and expressions.

We are dedicated to the development of Rainbow as a learning organization where board, staff, volunteers, and those we serve can join in co-creation of a culture that truly demonstrates the expression of our mission to build community and promote well-being. We are committed to learning together, sharing our knowledge, empowering each other, and creating an organization that supports the development of compassionate, reflective, talented, innovative, and dedicated employees, interns, and volunteers.

POSITION SUMMARY

At the Rainbow Community Center, the Data and Systems Manager oversees a) database management and data entry, b) grant reporting and data strategy, c) systems management, and d) staff guidance and training related to data and systems.

ESSENTIAL POSITION RESPONSIBILITIES

#1 Database Management and Data Entry

1. Design, develop, and modify data infrastructure to accelerate the processes of data analysis and reporting, including the ongoing update of Rainbow’s Salesforce dashboard and maintenance of SimplePractice platform with the clinician team
2. Manage the timely collection, entry, auditing, and reporting of program data and clinical service logs submitted by Rainbow staff
3. Streamline policies and procedures to increase and maintain efficiency in data collection and reporting process
4. Create data collection surveys, forms, Excel spreadsheets, service logs, and other creative modalities for strategic data collection from community members and Rainbow staff who have data reporting responsibilities

#2 Grant Reporting and Data Strategy

1. Create, review, and submit monthly, quarterly and annual reports as needed for essential grant and state funding compliance; including significant data input about programming and clinical services
2. Utilize Salesforce as a key and fundamental platform to formulate reports for the county and state
3. Audit all data points and materials submitted from Rainbow staff to ensure that they reflect the specific requirements of each grant and/or contract
4. Inform the integration of new initiatives into data standards and structures
5. Present quantitative and qualitative data illustrating the positive scope of impact of Rainbow’s work to be shared with Rainbow staff and community members as appropriate
6. Offer data points as strategic assessment to identify strengths and areas of improvement in Rainbow’s services

#3 Systems Management

1. Maintain, steward, and develop team-wide procedures for information systems such as Grasshopper, SimplePractice, Google Workplace, Zoom, Divvy, Docusign, CoCo Fax, and the launch of new HR software platform, FactorialHR
2. Maintain the architecture of Rainbow’s Google Drive and provide guidance about departmental virtual organization
3. Develop and oversee policies and standards of operation when handling and archiving confidential data
4. Provide instructions, resources, and user guides for team-wide operating systems
5. Research, initiate, and stewarding the integration of new technologies and software as needed
#4 Staff Guidance and Training

1. Provide training to staff with the aim to increase technological fluency of operating systems through the development of interactive presentations, resources, user guides, "how to" videos and guides, etc.

2. Train new and ongoing staff members who have grant-related data reporting responsibilities within their position description; including what data is needed from their role, privacy and confidentiality practices, strategies to collect essential data, and how to correctly submit it in accordance with grant requirements.

3. Educate staff on data collection strategies, scenarios, and FAQs to increase skill sets around effective engagement with community members and clients when gathering demographic information.

4. Provide ongoing training, corrections, and support as needed when auditing staff data for grants.

Additional Functions

- Comply with security, safety and health standards in the workplace, virtual and physical.
- Work effectively with a diverse and intersectional colleague, client, network partners, and community population.
- Establish and maintain purposeful, clear, and respectful working relationships and be a part of an organizational team that includes clinicians, administrative staff, program staff, and our board of directors.
- General program data management evaluation ongoing addressing grievances and adjustments with data systems and protocol.
- Partner by meeting with Executive Director and Leadership Team with tracking and reporting on service targets as indicated in annual strategic plan and program contracts.

ESSENTIAL QUALIFICATIONS

1. At least two years of experience with program administration, data management & reporting, and systems management.
2. Familiarity and embracement of LGBTQI+ cultures (SOGIE Handbook as one reference example).
3. Proficiency and fluency with the specific Customer Relations Management software, Salesforce.
4. Proficiency and fluency with Google Workplace.
5. Proficiency and fluency with Zoom video conferencing.
7. Able to handle multiple tasks simultaneously with strong organizational skills and attention to detail.
8. Strong interpersonal and communication skills required.
9. Able to work as part of an organizational Administrative Team.
10. Commitment to cultural humility and work through a lens of social justice.
11. Effective and kind interpersonal, verbal and written communications skills.
12. Strong organizational skills and follow through.
13. Detail-oriented with the ability to balance areas of work and prioritize.
14. Commitment, fluency, and working knowledge of key program, development, and management approaches:
   1. ACEs Aware: https://www.acesaware.org/ace-fundamentals/
   3. Cultural Humility: https://hogg.utexas.edu/3-things-to-know-cultural-humility
EDUCATIONAL REQUIREMENTS & LICENSES

A combination of education and experience that would provide the necessary knowledge and abilities listed, typically:

- Bachelor’s degree in Human Services, Data Science, Computer Science, Statistics, or related field, or equivalent experience

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to represent an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

HOW TO APPLY

To be considered for this position, please submit a cover letter, resume and three professional references (a past or present supervisee, supervisor, and client/community member served in your work) to Crystal Knight, Director of Operations, Wellness and Culture at crystal@rainbowcc.org with the subject line: “Data & Systems Manager Application”. In your cover letter, please speak to and outline all specific experiences within each of the four parts of this role. Please, no phone calls. Only applicants meeting all of the minimum qualifications may be invited for a virtual interview.

EQUAL OPPORTUNITY

Rainbow provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, sex, sex stereotype, gender identity, gender expression, transgender identity (including whether or not you are transitioning or have transitioned), sexual orientation, national origin, ancestry, physical or mental ability, medical condition, genetic information or characteristics, marital status, domestic partner status, age, military or veteran status and any other basis protected by federal, state or local law, ordinance or regulation.

Rainbow is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in organization operations and prohibits unlawful discrimination by any employee of the organization, including supervisors and coworkers.

Rainbow believes that one of the significant areas our values are established and communicated are within our hiring practices. We look to elevate and create opportunities for the most marginalized people in our society — namely Black Indigenous People of Color (BIPOC), POC, LGBTQI+ people, and all women. We believe that these communities must be centered in the work we do. Hence, we strongly encourage applications from people with these identities or who are members of intersectional, marginalized communities. This is one expression and enactment as to how we transcend our lens from inclusive to expansive.