

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents.” Our **Mission** is “Uniting People with Opportunities.”

UPO’s Executive Leadership Team is seeking a forward thinking, relatable and experienced problem solver to lead the Office of Performance Management. The ideal candidate will be capable of proposing and assuring the execution original solutions that adequately respond to the findings of internal and external performance and compliance monitoring. This individual will supervise analysts, provide strategic direction for the implementation of continuous improvement strategies, assure all funder/stakeholder programmatic reporting requirements are met, advance data driven management practices, and manage the organization’s relationships with external service providers. The final candidate will need to have the right complement of skills, personality, and professionalism.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all vacancies and to learn more about our company and services.

POSITION: Director, Office of Performance Management
DIVISION/OFFICE: Office of Performance Management (OPM)
BULLETIN No: 17092019
SALARY RANGE: Commensurate with Experience
OPENING DATE: September 30, 2019
CLOSING DATE: Open Until Filled
FIRST SOURCE: N/A

BRIEF DESCRIPTION:

Responsible for planning, coordinating, and executing ongoing internal programmatic and administrative monitoring and evaluation, and internal technical assistance. Provide leadership in the development of performance measurement tools for programs and offices of UPO. Integrate UPO’s client data tracking system with reporting tools that provide operational/administrative insight. Provide leadership in the coordination of central client data tracking system training for staff. Supervise performance, monitoring and evaluation analysts. Prepare and validate organizational performance reports needed for internal management, and those needed to satisfy the requirements of external stakeholders. Direct program performance improvement activities. Develop and direct continuous improvement initiatives and activities related to program performance. Serve as, or designate, organizational liaison for audits and monitoring reviews by funders/regulators. Update, refresh and coordinate quarterly performance measurement reporting (PMR) and monthly reports/dashboards. Prepare and submit all required annual programmatic reports. Assure grant/funder specific reports are completed and submitted timely. Provide outcome planning assistance to program managers, division directors and office directors. Coordinate the collection of current documents that demonstrate UPO’s compliance with organizational standards. Serve as an advanced user and administrator in UPO’s central client data tracking system. Provide Results Oriented Management and Accountability (ROMA) training for staff. Serve as internal advocate for adherence to ROMA principles by staff, programs and administrative offices. Coordinate the administration of, and summarize the results of, surveys of UPO’s customers, staff, partners, board members, funders, and volunteers. Serve as Project Manager for the integration of program performance data into Dashboards in Prophix.

MINIMUM QUALIFICATIONS:

Master's degree in business administration, social sciences, public administration or public policy. Five (5) years of increasingly progressive operational and/or administrative experience which includes experience in planning, coordination and organizing initiatives. A combination of education and experience may be considered. Experience with program monitoring or program evaluation or analytical report preparation. Familiarity with the socio-economic factors faced by residents of the District of Columbia who have low incomes, communities in the District that have high concentrations of poverty, and special populations that require additional interventions for the purpose of achieving self-sufficiency. Experience with agency-level systems that promote the execution of continuous improvement strategies. Familiarity and comfort dealing with and managing initiatives that implement change. Travel to various sites by personal vehicle or public transportation will be required for the purpose of conducting onsite monitoring of programs. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds. Must possess effective written and verbal communication skills. Experience adapting to efficiency enhancing innovations in information technology.

DESIRED QUALIFICATIONS:

Master's degree with a focus on business administration, non-profit management, social sciences, public administration, or public policy. Ten (10) years of relevant work experience. Extensive use of quantitative analysis in Excel and other reporting tools. Experience in roles that require original thought and problem solving skills. Solid track record of improving program/project effectiveness and efficiency by advising executive leadership and informing/relating to stakeholders. Experience in Community Action and/or childcare, programs, particularly Head Start and/or the Community Services Block Grant is a plus but not required. Additional experience in policy analysis, program analysis, financial analysis and/or auditing is a plus. Experience with the Baldrige framework for excellence. Experience designing, managing and/or providing oversight for the use of dashboards and reports tailored specifically for Human Services programs. Experience or certification in results-oriented management and accountability practices, presenting to executives, and presenting to Board of Directors. Demonstrable adaptability to information technology use that supports human service delivery and analysis.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, and pre-employment drug screening as applicable for the position.

This position IS NOT covered by the collective bargaining agreement.

To be considered for this position:

Submit your resume to upojobs@upo.org or fax your resume to 202/319-3237.