DATA PROGRAM ASSISTANT

JOB TITLE	Data Program Assistant
REPORTS TO (title)	Data Systems Manager
DEPARTMENT/REGION NAME	Statewide
FTE	.75FTE/30 Hours
FLSA	Non-Exempt
PAY GRADE	11

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental or behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience..

PRIMARY PURPOSE

The Data Program Assistant provides administrative and program support to ensure the accurate collection, entry, maintenance, integrity, and reporting of organizational data across multiple programs and information management systems. This position maintains electronic records, supports data reporting and quality assurance activities, assists staff in navigating organizational data systems and technology tools, and promotes data accuracy, consistency, compliance, and adherence to organizational policies and reporting requirements.

The Data Program Assistant serves as a responsive resource to staff by providing timely technical assistance, maintaining accurate records, supporting effective documentation and reporting practices, and contributing to the continuous improvement of organizational data management processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data Entry and Record Completion (50%)

- Enter, update, and maintain complete and accurate records in multiple organizational information management systems, databases, and electronic record systems in accordance with organizational policies, program requirements, and data quality standards.
- Learn and effectively navigate multiple data collection and reporting platforms to meet varying program and funder requirements.
- Review, validate, and scrub records for completeness, accuracy, consistency, and compliance with organizational standards.
- Create, update, and maintain intake, referral, training, event, and program records.
- Process intake documentation and ensure required information is entered accurately and within established timelines.
- Organize and maintain electronic and paper records to support reporting, compliance, and organizational data management needs.
- Communicate with families and staff across organizational programs to obtain required information, administer surveys, and support customer service activities.

- Demonstrate exceptional attention to detail while managing multiple assignments and maintaining data accuracy.

Program and Reporting Support (25%)

- Assist with compiling data for funding agreements, organizational reports, and program performance measures.
- Collect cross-functional data and prepare routine reports, spreadsheets, dashboards, and data summaries representing organizational activities.
- Prepare data reports supporting billing, invoicing, and funding agreement requirements.
- Monitor data quality by identifying missing, incomplete, or inconsistent information and resolving issues according to organizational standards.
- Assist in tracking reporting deadlines, performance measures, and required documentation.
- Support the collection of qualitative information, including family stories, participant feedback, and program outcomes.

Administrative and Technical Support (25%)

- Train and support staff to navigate data collection systems and organizational databases.
- Answer questions regarding data entry procedures and documentation requirements.
- Support the development, delivery and maintenance of data entry guides, instructions, and training materials for specific data collection and reporting systems ensuring accuracy and consistency of data collection.
- Participate in quality improvement activities related to data collection and reporting.

Other Duties and Responsibilities

- May provide administrative support for accurate and timely data and reporting needs.
- Assist with monitoring required certifications and documentation for staff credentialing.
- Other duties as assigned or needed by the organization.

Qualifications

- Experience with data entry, administrative support, or program coordination preferred.
- Advanced proficiency with Microsoft Office Suite, particularly Excel, Word, Outlook, and SharePoint; experience with reporting and data visualization tools is preferred.
- Strong analytical, organizational, and problem-solving skills with exceptional attention to detail.
- Ability to manage multiple projects, priorities, and deadlines while maintaining a high level of
- accuracy.
- Excellent written, verbal, and interpersonal communication skills, with the ability to explain technical concepts to individuals with varying levels of experience in technology.
- Demonstrated ability to work independently while fostering collaborative relationships across departments and multidisciplinary teams.
- Ability to communicate effectively and respectfully with individuals from diverse cultures, educational, socioeconomic, racial, ethnic, and lived experience backgrounds.
- Must be able to pass preemployment requirements, which include a criminal and abuse background check.
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.

1. **PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.**

   A. **The physical effort typically applied in this job includes (check all applicable boxes):**

[X] Lifting	[ ] Pulling	[X] Reaching	[ ] Manipulating
[X] Carrying	[ ] Pushing	[ ] Shoveling	[X] Keying/typing
[ ] Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	**% of Time Effort is Applied**			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.	X			
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (<u>check those applicable</u>):

[X] Sitting	[X] Standing	[X] Walking
[ ] Stooping	[X] Bending	[ ] Confined
[ ] Other (specify)		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

[ ]	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
[ ]	Frequent mental and/or visual attention; the flow of work is intermittent with checking or inspection involved.
[ ]	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
[X]	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
[ ]	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

[ ] Dust	[ ] Dirt	[ ] Heat	[ ] Cold
[ ] Fumes	[ ] Noise	[ ] Vibration	[ ] Water
[ ] Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

[X]	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.

	Work is typically performed under reasonably good working conditions; while exposure to any or all the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. **ATTENDANCE - While all employees are expected to comply with OFSN attendance standards, the nature of this position requires regular and reliable attendance to ensure timely data entry, reporting, and administrative support. Compliance with general organizational attendance standards is expected. Compliance with general company standards**.

   Compliance with general company standards.
   Hybrid 80% in person/20% from home.
   Some weekends and evenings may be required
   May require remote work or virtual work and training delivery. Requires regular and reliable attendance

5. **SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):**

   Compliance with general company standards.
   Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. **EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements. Would this be an admin support worker instead?**

Executive/Senior Level Managers (1.1)	First/Mid-Level Managers (1.2)	Professional (2)	Technician (3)
Sales (4)	x Administrative Support Workers (5)	Craft Worker (6)	Operative (7)
Laborer (8)	Service Worker (9)		

7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

Immediate Supervisor	*Date:*	*Next Level of Management*	*Date:*

Human Resources *Date:*	*Employee* *Date:*