Partnership For Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: **Knowledge Manager**

Hiring Range: **$33,675 - $37,884**

1. **Data Management Technicians (3**)	4.
2.	5.
3.	6.

Incumbent:

Vice President of PD&C

FLSA Status: **Date of Next Review**:

Regular, Full Time, Exempt

Primary Purpose of Position:
The Knowledge Manager takes the lead in implementing the organization's Knowledge Management Strategy. The Knowledge Manager oversees the program operations and day-to-day leadership of Data Management Technicians to provide quality improvement and quality assurance activities including data collection and data management, monitoring, evaluation, technical assistance, and training to support effective implementation of programs and strategies. Assist in the development of short and long term plans for programs, monitor progress, assure adherence, and evaluate performance. Assist in design of performance objectives and implement and monitor programming to meet desired outcomes. Ensure database(s) maintenance which include(s) client demographic data such as age, ethnicity, socio-economic status, risk factors, primary language; program participations data such as duration of enrollment, intensity of services, case notes; assessment information to include dosage, targeted interventions, resource management, training and credentialing, and program characteristics.

Duties and Responsibilities:
Data Management Systems: Ensures that the information needs of the organization are met in a timely, effective and efficient manner. Provides a strategic view on the further development of knowledge management systems and practices in order to support the work and development of the organization into the future. Ensures that all systems supporting Knowledge Management work in an integrated fashion and are appropriately supported and developed to guarantee a high and continuing level of efficiency benefit to the organization. Takes the lead on all database issues and development, in collaboration with the PDC Vice President including: managing all interfaces to the database. rolling program of development to take, advantage of new features available or to meet changing

organizational requirements, managing software updates, coordinating the end of subscription year rollover process, managing user access, and data cleansing Ensures that the maximum amount of useful information is extracted from the organization's data systems through use of reporting tools, and acting as a single point of contact for all data requests. Manages the relationship with third party software providers of the website, extranet, membership database and online survey tool. Takes the lead in encouraging employees to share knowledge, ensuring they are aware of the knowledge management resources available to support their work, are appropriately trained and are using the systems efficiently and productively.

Website Design: Coordinates Web development, design and maintenance of PFC's Web site for currency and cohesion, and serves as the primary point of contact for creating and maintaining web pages and best practices for PFC web. Ensures the alignment, overall functionality and presentation of Web site. Works collaboratively with Community Engagement Liaison and the Social Media workgroup to ensure correct graphic, identity and Web standards to Web and to provide solutions to implementation and functionality issues; and performs related work as required.

Data Visualization: Assists with the design and creation of visualizations of new high-impact visual applications to make data actionable and facilitate decision making for the Board and staff. Collaboratively identifies the best means to visually depict the intermediate as well as final data analytics results in ways to provide effective process for mining new insights and assisting in decision making for solving complex problems. Applies design and data analysis techniques to organize the presentation of data in visually innovative ways in order to make it easier to understand, insightful, and actionable by end users. Lead the complete lifecycle of visual analytical applications; from development of mock-ups & storyboards to complete production ready application. Manages a repository of re-usable data visualization templates and views.

Program Monitoring: Ensures compliance by external Smart Start direct service partners and Partnership in house Smart Start activities to support compliance of programmatic implementation. Conduct on-site compliance monitoring to analyze the effectiveness of compliance programming. Recommends necessary revisions or implementation of processes, reports, and/or plan of actions; ensuring compliance with internal and regulatory guidelines of programs. Track program progress and ensure milestones are met on schedule. Prepare preliminary reports and fact sheets evaluating the impact, efficiency, and effectiveness of programs. Be the first point of contact should a question from the community or from the service providers arise related to programmatic issues.

Managerial Functions: Supervises Data Management Technicians by articulating expectations, displaying model behavior, maintaining open lines of communication and being clear about roles and relationships. Conducts performance evaluations, reviews timesheets and expense reports, and promptly addresses and resolves any unit issues as needed. Oversee professionals and their work to provide training and/or to develop specific resources to support goals of the three program areas (e.g., training manuals, design guidelines, informative research, etc.). Determine appropriate strategies and associated level of technical effort needed for tasks and authorize contractors to conduct tasks. Develop contractor task orders and approve monthly payment requests from contractors. Review reports and products to ensure quality.

In addition. In the event the Knowledge Manager possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Travel may be required, as needed. Personal vehicle may be required for travel.

The Knowledge Manager will attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities: Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

Frequent evening and/or weekend work required in service delivery areas may be required.

The Knowledge Manager is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS : (2)
Exempt/ Supervisor

1. Provides input into department/division objectives/long range plans; assures all goals are met in areas of responsibility; provides input into annual work plans, programs, staffing requirements, equipment requirements, and related budgets, as appropriate; acknowledges and abides by all PFC established policies and procedures;

2. Assures the technical and/or professional expertise of subordinates; assures participation in all required training programs; encourages individual career development;

3. Creates and maintains an atmosphere conducive to good employee/management relations; recognizes the rights of individual employees; addresses problems affecting employee/management relations;

4. Assures the productivity and quality of work for all areas of responsibility; identifies/recognizes/analyzes problems; selects and implements sound/timely/effective solutions; promotes participation, cooperation, and teamwork; adjusts leadership style to individual, group, and/or situation needs;

5. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; communicates concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times;

6. Reviews the performance of staff to encourage growth and development; provides on-going feedback with frequent contact with employees;

7. Performs timely employee reviews in accordance with organizations policies/procedures; applies appraisal process accurately and impartially; corrects performance deviations; subordinates, collectively, meet 90% of their standards;

8. Prioritizes work, based upon project requirements, to ensure effective utilization of available resources; anticipates needs; provides accurate and timely reports in all areas of responsibility.

9. Interacts with other departments and/or providers of service; assures information that affects other employees/providers is communicated to the proper recipients.

10. Takes initiative to accomplish goals; demonstrates ability to learn the job; develops and maintains appropriate skills for the position.

Knowledge, Skills, and Abilities:

1. Knowledge of community and community resources, and understanding of the needs of the early childhood service delivery system: both the best practices needed for children's development, and the capacities of the existing system.

2. Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

3. Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity

4. Exhibit a thorough knowledge of the organization's mission and functions, and how it's social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

5. Knowledge of methods, metrics, tools, and techniques of Business Process Reengineering.

6. Adept at organizing work, setting priorities, and determining resource requirements; determining short- or long-term goals and strategies to achieve them; coordinating with other organizations or parts of the organization to accomplish goals; monitoring progress and evaluates outcomes.

7. Proven skills to influence, motivate, and challenge others; adapts leadership styles to a variety of situations.

8. Ability to inspire, motivate, and guide others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust. Develops leadership in others through coaching, mentoring, rewarding and guiding employees.

9. Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

10. Ability to foster an environment, which minimizes consequential errors.

11. Communicates clearly and concisely, both orally and in writing.

12. Ability to maintain confidentiality of information in the performance of duties.

13. Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

14. Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.

15. Demonstrates a thorough knowledge of the organization's position regarding the achievement of its goals and missions, and its compliance with legal and regulatory requirements. Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

Education and Experience - Minimum Requirements:

1. Bachelor's degree in Business Administration, or related field. Master's degree preferred.
2. Minimum of three to five years of progressively responsible experience in early childhood education, community relations, and program management and implementation.
3. Additional experience in budgeting and contracts management preferred.
4. Additional experience may be substituted for post high-school education, provided the requisite
5. skills have been obtained
4. Valid driver's license.

Physical Requirements:

Must be able to perform *Essential Functions* of the position.

Employer's Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created /Evaluated	April 2016	
Revised		
Re-evaluated		