



Evaluation and Assessment Manager

Position Announcement

 Washington University in St. Louis

GEPHARDT INSTITUTE FOR
CIVIC AND COMMUNITY ENGAGEMENT

To Apply:
jobs.wustl.edu

About The Gephardt Institute

The Gephardt Institute for Civic and Community Engagement's mission is to foster a vibrant culture of civic engagement across Washington University, realized by engaged citizens, scholarship, and partnerships that advance the collective good. Through both academic and co-curricular initiatives, the institute educates students for lifelong engaged citizenship, catalyzes partnerships that respond to community needs and priorities, and infuses civic engagement throughout the Washington University experience.

As a university-wide interdisciplinary initiative, the Gephardt Institute serves all academic schools, university departments, undergraduate students, and graduate students, reporting to the Executive Vice Chancellor for Civic Affairs and Strategic Planning and to the Provost's Office. The institute is non-partisan and proactively seeks to support and include diverse backgrounds, perspectives, and ideologies, with strong attention to equity.

The Gephardt Institute team is comprised of individuals who are mission-driven, values-focused, dynamic, collaborative, visionary, and passionate about the role of civic engagement in a thriving democracy. The institute upholds the values of inquiry, empathy, collaboration, integrity, equity, and action. The staff focuses on four primary audiences: undergraduate and graduate students, faculty, community organizations in the St. Louis region, and alumni and donors.

Since the institute's founding in 2005 by Congressman Dick Gephardt, the professional staff size has grown from two to thirteen, with eight or more part-time, short-term, and adjunct positions and 10-20 paid interns/fellows from undergraduate and graduate programs. The institute recently relocated to the historic Stix House as its sole occupant. The institute offers a broad range of programs and services to the Washington University community and to partners in the St. Louis region, such as the Civic Scholars Program; support for faculty teaching Community Engaged Courses; Engage Democracy; new student engagement; and Civic Engagement Fund grants for community partnerships.

Position Summary

The Evaluation and Assessment Manager is the Gephardt Institute's lead specialist and collaborator in assessment, evaluation, and research to inform program design, implementation, continuous program improvement, and organizational learning. This position ensures data-informed and strategic practices for both academic and co-curricular initiatives, with attention to student and participant learning, community impact, and institutional impact.

This position oversees the continued development, implementation, and maintenance of systems and processes that promote efficient program information collection, organization, and dissemination within the institute and to key internal and external stakeholders. The Manager is responsible for monitoring and tracking progress through the institute's comprehensive strategic plan, using values-based assessment instruments.

The Evaluation and Assessment Manager is an essential and active partner for institute staff and collaborators, both participating in program design and enhancing assessment and evaluation capacity across the institute. This position is responsible for translating and communicating data and related findings into understandable and compelling insights for internal and external stakeholders.

Primary Duties and Responsibilities

1

OVERSEE EVALUATION AND ASSESSMENT TO INFORM GEPHARDT INSTITUTE STRATEGY AND COMMUNICATIONS

- Oversee evaluation and assessment to inform Gephardt Institute strategy and communications.
- Develop, integrate, and lead evaluation and assessment efforts across all aspects of the program development lifecycle, including planning and implementation, in partnership with institute staff
- Manage, maintain, and improve evaluation and assessment systems for the institute and its partnership initiatives, with attention to student/participant learning, community impact, and institutional impact in academic and co-curricular spheres
- Manage all aspects of evaluation project execution, including evaluation project development, IRB applications and approval process, implementation, and data analysis
- Prepare data reports and dissemination for various internal and external audiences, including but not limited to institute staff and collaborators, National Advisory Council, university senior leadership, donors, and prospective donors
- Use assessment and evaluation learning to inform strategic development, the institute's organizational learning goals, and knowledge about effective civic and community engagement practices in higher education
- Provide assistance to Gephardt Institute staff in benchmarking, focus groups, and research of leading practices in civic and community engagement

- Supervise and mentor a team of graduate and professional students to assist in fulfilling the institute's evaluation strategy
- Develop the institute's capacity for evaluation and data-informed practice, including designing and implementing plans in partnership with staff and other stakeholders

2

LEAD PROGRESS TRACKING THROUGH STRATEGIC PLAN AND ASSESSMENT OF ITS IMPACT

- Monitor and track progress through the implementation of the institute's strategic plan and emergent strategic priorities. This includes continued development of values-based survey instruments, providing recommendations for and developing additional tools and resources to measure impact, and analyzing and communicating progress and impact to diverse stakeholders.
- Apply the institute's theory of change for undergraduate student learning and program logic models to inform evaluation strategy
- Maintain active knowledge of the movement for the civic renewal of higher education. This includes reading and synthesizing current research and thought leadership, benchmarking effective practices, attending key conferences and gatherings, and sharing knowledge with institute staff and stakeholders.

3

COLLABORATE WITH UNIVERSITY PARTNERS AND OTHER STAKEHOLDERS TO ADVANCE UNIVERSITY EVALUATION AND ASSESSMENT STRATEGY FOR CIVIC AND COMMUNITY ENGAGEMENT INITIATIVES

- Represent the institute on university working groups and committees focused on assessment, evaluation, data collection and management, tracking, and monitoring. Collaborate with colleagues from across the university, such as the Office of the Executive Vice Chancellor for Civic Affairs and Strategic Planning, Office of the Provost, and Division of Student Affairs.

4

ADDITIONAL RESPONSIBILITIES

- Contribute to initiatives, meetings, and events of the Gephardt Institute, including donor cultivation and stewardship, developing strategy and vision for initiatives, planning processes, proposal and report writing, special projects, and special events. Perform other duties as assigned.



Applicant Special Instructions

Please include a cover letter and resume with your submission.

Preferred Qualifications

- Master's degree in Social Work, Public Health, Education, Higher Education, Student Affairs, Nonprofit Management, Public Administration, or a related field
- Eight or more years of full-time professional experience that includes work in higher education and work in or with community organizations
- Substantive knowledge of organizational strategy, development, and learning
- Advanced knowledge and experience of quantitative and qualitative data collection and analysis tools
- Knowledge and experience with data visualization tools and resources, such as Tableau
- Demonstrated experience providing managerial level support to organizational leadership
- Professional experience in a college/university setting addressing civic engagement, community engagement, and/or community outreach
- Substantive experience and theoretical and practical knowledge of civic and community engagement and community partnerships, including principles of effective practice
- Experience supervising or managing others and/or leading teams

Required Qualifications

- Bachelor's degree with three years of relevant experience or Master's and 1 year of related experience
- Social science research-based training
- Demonstrated advanced experience with evaluation design, methods, data analysis, and presentation
- Demonstrated knowledge of quantitative data collection and analysis tools, such as SPSS, Stata, R, or similar resources
- Demonstrated knowledge of qualitative data collection and analysis tools such as Dedoose, NVivo, or similar resources
- Demonstrated experience writing proposals, grant reports, and evaluation reports
- Demonstrated experience and passion for civic engagement, community engagement, civic learning, community development, community partnerships, social change, and/or related areas
- Demonstrated understanding of the undergraduate and/or graduate student experience

Critical Skills and Expertise

- Strong ability to take ownership in driving and executing an organization's evaluation and strategic agenda
- Excellent interpersonal, problem solving, and relationship management skills, with the capacity to handle challenging internal and external dilemmas or support colleagues through them
- Demonstrated initiative, with professional judgment to plan and execute responsibilities without close supervision. Ability to function both independently and in a team environment
- Exceptional writing and editing skills with strong attention to detail, nuance, and clearly communicating about assessment, evaluation, and research strategy, processes, data, outcomes, and insights to lay audiences
- Excellent organizational, analytical, and project management skills. Strong time management and attention to detail with demonstrated ability to manage details while maintaining a landscape view of mission, vision, values, and priorities, at both institute and university levels
- Demonstrated sensitivity, knowledge, and ability to build relationships, collaborate, and apply evaluation strategy within a racially, culturally, and socioeconomically diverse context. Demonstrated understanding and appreciation of diversity, inclusion, equity, and access
- Commitment to the Gephardt Institute's values of Inquiry, Empathy, Collaboration, Integrity, Equity, and Action
- Energy, vision, initiative, creativity, empathy, humility, tolerance for ambiguity, ability to embrace and navigate change, sound judgment, diplomacy, tact, and sense of humor
- Enthusiasm and ability to work in a dynamic environment with multiple functions, audiences, and priorities
- Ability and willingness to work under pressure and during nights and weekends, as needed

"At Washington University, we welcome difference on our campus in the form of gender, race, ethnicity, disability, neurodiversity, geography, socioeconomic status, age, political views, religion, philosophy, sexual orientation, gender identity or expression and veteran status. This is central to our mission as we continue to prepare values-oriented, compassionate individuals to be productive leaders in a global and rapidly changing society. These are not just ideals; they are competitive advantages and a central part of our relentless pursuit of excellence."

- Chancellor Andrew D. Martin