

## **POSITION DESCRIPTION**

### **Data Systems Manager**

---

Are you looking for an opportunity to offer hope that transforms families? Do you have experience supporting operations through organically driven data processes? Do you believe that strong technology systems can revolutionize service delivery and create lasting impact?

Hope Haven's mission is to ensure that children and families realize their full potential by providing specialized services and individualized educational opportunities. Our services include psychological-educational evaluations, tutoring, assistive/adaptive technologies, therapy, employment support, an onsite school, and after school and summer camp programming for those with special needs.

We are seeking an energetic, innovative data and process trailblazer to join our dynamic team. This person will play a key role in ensuring we reach our goal of being the national model for support of families whose loved ones face a range of educational, developmental and mental health concerns. If you're a continuous learner and master organizer with a curious, analytical mind and a proven ability to get things done, we'd love to talk with you! This is a full-time role in Jacksonville, Florida.

The primary objective of this position is to identify, deploy, and maintain a unified client information management system. Once deployed, the data systems manager will continue to work with the organization to ensure enhancements are effectively rolled out, and new staff are trained appropriately. The ideal solution will:

- Allow clients to access their records online and share them with others externally
- Allow clients to schedule and manage their own appointments online
- Allow client to pay fees online, and access a complete financial history
- Allow staff across all departments to see the full client file
- Allow staff to send both automated and custom messages to clients
- Allow clients to update their own demographic information
- Allow staff to generate custom reports

We are seeking someone who will build credibility within our team by demonstrating that they understand the business, and who will then leverage that credibility to identify the best way to deploy data management systems in our organization. Over the first month or so, you will spend your time learning about the organization. You will meet with service providers, observe operations, watch and absorb the nuts and bolts of how we currently operate. You will get a handle on the various systems being used, and find ways to further leverage their capacities. Current systems include (but are not limited to):

- Wufoo (forms and registrations)
- Acuity (online scheduling)
- Advanced MD (insurance billing and client payments)
- Little Green Light (fund development)
- Financial Edge (finance and accounting)

#### About the ideal candidate:

- They are excited by identifying opportunities to streamline operations and improve the client experience
- They are tenacious in buckling down and hammering out some interim strategies to gain some early wins in process improvement
- They will champion the implementation of new technologies and support team members as they learn
- They will embrace a culture of evolution and flexibility, and support the vision of the organization both internally and externally
- They are not afraid to ask why.
- They seek to understand the purpose and need driving the process, and then seek to innovate a new process to meet the purpose and need

#### Requirements

- Understanding of nonprofit organizations and technology processes
- Strong oral and written communication skills - we need you to be able to clearly articulate your thinking and rationale and to express your recommendations in a way that makes others confident in supporting the process
- Analytical thinking and solution oriented thinking
- Understanding of databases and other technology- data structure, form building, workflow automation, user centric design
- Understanding of relevant data privacy standards- FERPA, HIPAA, etc.
- Schedule flexibility – we need you to be on site during various service delivery times to observe firsthand the processes that you will streamline using technology