Job Opening – Program Data & Operations Coordinator

Job Title: Program Data & Operations Coordinator
Job Classification: 0.86 FTE (30 hours/week)
Position Reports To: Finance and Operations Manager initially, then Executive Leadership

API Chaya is an organization serving Asian, Pacific Islander and South Asian survivors of domestic violence and sexual assault, and survivors of human trafficking from all communities, as well as victims of general crimes. We work with immigrants and refugees, young people, LGBTQ, faith-based, and various ethnic and cultural groups towards developing long-term solutions to end violence in our communities. We are located in Seattle, WA. For more information about our organization, please visit www.apichaya.org.

API Chaya is seeking a Program Data & Operations Coordinator to support API Chaya’s Executive Leadership, Program Managers and Program Staff in coordinating data, evaluation, and reporting for internal purposes, grants, and funders. This position will also play a key role in agency communications, coordinating social media, supporting clients to connect to services, and individuals to connect to community organizing programs. This person must have experience working within South Asian, Asian, Pacific Islander and immigrant communities and have a commitment to API Chaya’s mission.

ESSENTIAL JOB DUTIES - PROGRAM DATA & OPERATIONS COORDINATOR

Program Data & Evaluation

● Bring enthusiasm, creativity, and critical thinking to the ongoing development of program evaluation and data collection tools, including but not limited to API Chaya’s mission, theory of change, logic models, evaluation tools within and outside of the agency, and database development.
● Manage development and implementation of new database solutions for program client data, case management data, and community organizing data needs; create procedures for data collection and entry to ensure data quality and integrity.
● Train staff in usage of data tools, including data entry, pulling useful reports, and using communication tools.
● Coordinate program-wide data collection including but not limited to monthly narrative reports, event/outreach tracking, helpline calls, and intakes.
● Develop an understanding of the reporting standards of our grant-funded programs and work with Program Managers and the ED on timely completion of these standards.
● Coordinate reporting on API Chaya’s government contracts and grants, including but not limited to the State’s Infonet system and quarterly narratives, King County’s CORE system, and the City of Seattle’s demographic and outcome reports.
● Ensure data is available to support reporting and storytelling with API Chaya’s staff, board, programs and donor development work.

Client Services Support

● Maintain ongoing training on anti-oppression issues and gender-based violence, including human trafficking and labor standards in order to effectively support confidential client services work.
- Work in collaboration with Advocacy Program Managers and Staff on tracking and delivering client assistance and petty cash in accordance with API Chaya’s financial policies and practices. This will include monthly petty cash reconciliation and reconciling client assistance reports.
- Support helpline coverage during advocacy meetings or as needed; not to exceed an average of 2 shifts per week.

Community Organizing Support
- Collaborate with Program Managers on tracking grant deliverables, using data, tools, and communications to measure and report progress on scopes of work.
- Coordinate API Chaya’s social media presence with a monthly schedule of themes/topics while ensuring upcoming events are highlighted.
- Update API Chaya’s website on at least a quarterly basis.

Administrative/Agency Support
- Support advocacy and organizing meetings and training needs.
- Work collaboratively with the Operations Coordinator to ensure client supplies, technology, and program materials are available to staff and that our shared spaces are maintained by the appropriate teams.
- Answer office line on a rotating schedule and serve as a backup for office functions such as processing mail.
- Work with the Operations Coordinator and Program Managers on HR processes, including evaluations and hiring as needed.
- Collaborate with staff on meeting accessibility needs for clients, community members, and staff.
- Additional tasks as available and needed to support the admin team and Program Managers.

QUALIFICATIONS
- Demonstrated skill and passion in carrying out administrative functions, including utilizing technology, working with data, and communicating effectively for multiple audiences.
- Demonstrated skill in conceptualizing complex & creative data management solutions.
- Demonstrated skill in writing complex databases queries to create necessary reports with accuracy.
- Skill at translating real world data needs into conceptualizing database architecture; skill at communicating with data users both the functionalities and limitations of database and orienting toward their needs.
- Skill and joy working with excel and google sheets, including using complex formulas and data visualization tools.
- A demonstrated commitment to racial equity work, youth, LGBTQ, immigrant, and/or women’s issues.
- Understands South Asian, Asian & Native Hawaiian/Pacific Islander cultures; familiarity with conditions and issues impacting violence and exploitation in our communities.
- Able to set priorities, problem-solve, and work in a flexible, evolving environment.
- Able and dedicated to maintaining confidentiality as it relates to HR and client concerns.
- Ability to maintain a positive, cooperative, and professional demeanor with participants, partner organizations, volunteers/interns, staff/board, donors, consultants, and members of the public.
- Sincere commitment to working as a team member while also being able to set supportive boundaries and work independently.
- Ability to work on some evenings and weekends.
DESIRED QUALIFICATIONS

● Ability to speak one or more Pacific Islander, Asian or South Asian language.
● An understanding of gender-based violence and economic exploitation, including human trafficking, within an anti-oppression framework.
● An openness to transformative justice and community accountability frameworks.
● A basic understanding of accounting principles.
● Experience supporting access needs for clients and community members.
● Great public speaking skills and experience in planning and facilitating trainings.
● Reliable form of transportation.

API Chaya is an equal opportunity employer and does not discriminate on the basis of race, disability, ethnicity, age, religion, gender identity, or sexual orientation. We welcome you to bring your full selves to the interview process. Survivors of sexual assault, domestic violence, and/or human trafficking encouraged to apply.

We are located in a confidential location in downtown Seattle, WA. Our office is wheelchair-accessible, and we aim to have a scent-free space. We also provide interpretation and/or CART for Deaf & hard of hearing folks. We welcome employees to bring their full selves to work and strive to make our office as accessible as possible.

Candidates must have work authorization in the United States.

COMPENSATION

Salary scale is based on 1.0 FTE at $50,125 - $61,264, depending on experience. Per .86 FTE, annual salary will start between $43,108 - $52,687. Generous personal leave and benefits package including paid vacation, personal holidays, self-care days, sick leave, and health insurance.

To apply, send your cover letter and resume to hr@apichaya.org with the subject “Program Data & Operations Coordinator” in the subject line. Position open until filled. Priority will be given to complete applications received by 5 pm on October 1st.