



Position Description

UNH Member Services Associate – Program Impact

United Neighborhood Houses (UNH) is the membership organization of New York City settlement houses and community centers. UNH's members – 40 independent settlement house and community centers – comprise one of the largest human service systems in New York City, providing high quality services at more than 650 sites to a 750,000 New Yorkers each year. These services include early childhood education, after school programs, adult education and employment programs, English and citizenship classes, legal services, senior centers, NORCs, home delivered meals, arts, and behavioral health programs.

The Member Services Associate – Program Impact is a professional with significant experience with data management and analysis as well as program management experience who supports capacity-building efforts for UNH and its members. The Member Services Associate's key responsibilities are to enhance UNH's ability to understand and maximize the results of its professional development, peer learning, and policy and advocacy work and to enhance the ability of member settlement houses to use data to understand and improve the results of direct services. The Member Services Associate leads efforts to analyze and leverage data to ensure the greatest possible impact for UNH and member settlement houses.. Additionally, he/she assists the Member Services department in areas including but not limited to facilitating peer learning and issue groups, assisting with member reviews and site visits, participating in the biannual planning and coordination of the UNH Member & Salary Survey, coordinating professional development and other projects as determined by the needs of UNH and its members.

Duties and Responsibilities

Reporting to the Director of Member Services, the Member Services Associate – Program Impact

- Plans, and manages data analysis and research on UNH activities and topics relevant to the work of UNH and its member settlement houses.
- Analyzes and leverages data to ensure the greatest possible impact for UNH and settlement house programs and participants.
- Develops recommendations based on the analysis and work with other UNH staff members to identify and implement strategies on how to best use the data to serve and support UNH members.
- Develops, implements, and monitors systems for tracking and analyzing participation and engagement of UNH members.
- Facilitates communication across UNH member organizations to share information and learn from each other's experience.
- Shares stories of data-driven impact work and outcomes in existing and new formats.
- Participates in planning, coordination, production, and analysis of the UNH bi-annual Membership Survey.
- Based on data analysis, researches, develops and/or facilitates two to three trainings per year related to data management and evaluation for UNH and its members

- Leads and facilitates peer groups of settlement house staff, including ones for Data and Evaluation, Facilities Managers and support other groups as needed.
- Tracks settlement house involvement in assorted Member Services initiatives, including but not limited to member reviews and scholarships.
- Prepares reports and briefs relevant to data management and evaluation, to share learning within the network and with the public.

Desired qualifications include:

- Strong understanding of data and data analytics, and ability to analyze data and communicate it in a compelling and accessible manner.
- Prior experience with online tools and tool configuration.
- At least three years' experience working in a nonprofit organization.
- Exceptional written and verbal communication skills; strong listening skills.
- Strong problem solving and analytic skills.
- Experience facilitating groups.

We value diversity, equity, and inclusion, and welcome applicants of diverse race, ethnic culture, gender expression, age, sexual orientation, and physical abilities.

Salary and Benefits: Competitive salary and benefits package offered. Excellent medical, dental and retirement plans.

How to Apply: Send cover letter, resume, writing sample and salary expectations to: Member Services Associate – Program Impact, United Neighborhood Houses, 45 Broadway, New York, NY 10006. Or email unhjobs@unhny.org