**Job Description**

<table>
<thead>
<tr>
<th>Job Title: Manager, Research &amp; Evaluation</th>
<th>Reports to: Director, Research &amp; Evaluation</th>
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<tbody>
<tr>
<td>FLSA Status: Exempt</td>
<td>Aligned Executive: VP &amp; Chief Program Officer</td>
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<td>Kipuka: Liliʻuokalani</td>
<td>Department: Research &amp; Evaluation</td>
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**Job Purpose**

LT believes that knowledge-based decisions contribute to effective and efficient use of organization resources in pursuit of our mission. Managers in Research & Evaluation (R&E) support the Director and Senior Manager in laying the foundations for and supporting an organization-wide culture that uses knowledge derived from research and evaluation to inform strategic, tactical, and operational decision-making. Managers in R&E lead efforts to build and conduct research and evaluation studies at the tactical and operational (program) levels.

**Essential Responsibilities**

- Contribute to the design and implementation of a R&E agenda that addresses key questions in a timely and efficient manner.
- Contribute to evaluation capacity building for a wide-range of LT professionals to participate in and use of the results of research and evaluation at a basic to intermediate level, including:
  - Develop and deliver training for Evaluation Kaʻokoʻo in basic evaluation skills, available as resource to OSTL to clarifying evaluative questions/thinking, assist in identifying implications for practice in evaluation findings. (Evaluation Kaʻokoʻo are frontline staff who have volunteered to be the first line of contact for their teammates for evaluation-related questions.)
  - Coach frontline staff members as they conduct local research on their communities and evaluate the effectiveness of the programs and services they deliver.
  - Facilitate the participation of frontline staff members in the research and evaluation studies at the tactical and operational (program) level.
  - Contribute to the development of set of readily accessible data tools that decision makers at all levels can access and use (e.g., dashboards, information graphics, data repositories, etc.).
  - Lead evaluations of organization-wide pathways and programs.
  - Monitor and support frontline staff and ‘Ohana Services Team Leads in meeting evaluation expectations.
- Contribute to the capacity of decision makers outside LT to access and apply cutting-edge knowledge to decisions that impact the wellbeing of Native Hawaiians.
  - External decision makers who set policy in the systems that affect the wellbeing of those we serve.
  - Leaders of smaller, community-based organizations.
- Assist community-based organizations and kīpuka-based CCI collaborators with formulating their own evaluation questions and complying with LT evaluation requirements.
- Support tactical and ad hoc program development teams in the design of strategies, tactics, and programs and services by bringing the research and evaluation toolkit to this process:
  - Clarifying needs and assets of those to be served.
  - Clarifying program/service goals and objectives.
  - Identifying proven or promising practices.
  - Critically examining the alignment of needs/assets, goals and objectives, and program plans to increase the likelihood of success.
- Communicate results of research and evaluation work in a clear, easily accessible manner.
- Form and sustain collegial partnerships with other organizations that serve the Hawaiian community and the broader public to improve the wellbeing of Native Hawaiians.
- Contribute to the advancement of knowledge in the field by designing and delivering presentations on our products and processes for internal and external audiences (including at professional conferences). Co-author journal quality articles for publication to advance knowledge in the field.

**Other duties**

- Contribute to the Trust’s success by accepting new assignments, helping teammates, learning new skills, and striving to improve team and organization results.

LT is an EEO Employer
Qualifications

- Graduate level coursework (beyond introductory-level courses) in social science research and evaluation methods
- Progressively-responsible, directly-related work experience: 1-3 years
- Facilitative leadership and mentorship training and experience: 1-3 years
- Possess the cultural knowledge and skills to work respectfully and effectively in a Hawaiian-serving organization and with local communities.

Job Competencies

- Tolerance for ambiguity, emergence, and divergent work
- Systems thinking, critical thinking skills, and creative problem solving
- Demonstrated aptitude for social science research/evaluation process to include but not limited to:
  - Design of research and evaluation studies
  - Design of data collection tools and methods
  - Analysis of quantitative and qualitative data
  - Responsiveness to key aspects of the context of in which the research and evaluation studies will be conducted
  - Expertise in or ability to quickly acquire necessary level of knowledge about the programs or services to be researched, evaluated
  - Effective oral, written, and visual communication
- Understanding of adult learners and coaching strategies
- Project management skills (beginner to intermediate)
  - Ability to effectively conduct multiple projects simultaneously with limited supervision, managing them to timely completion; identify priorities aligned with organizational needs when faced with resource challenges

Organization Competencies

- Alignment with Queen’s legacy: Understanding and appreciation of Queen Liliuokalani’s story, her legacy and the Hawaiian Culture is foundational to staff’s commitment to working with our Hawaiian children, families and communities. Demonstrates respect for and appreciation of Hawaiian values history, and culture, understanding its implication in one’s work, in fostering meaningful relationships, and in embracing the community served.
- Ho’omau i ka ‘Imi Na‘auao (Continuous Learning and Improvement): Committed to creating and reinforcing an environment of continuous learning and improvement.
- Ho’ike i na Mana’o Pono (Effective Communication): Communicates with those we serve and each other in a consistent manner that results in mutual understanding, harmony, and action.
- No‘ono‘o loi (Critical Thinking and Problem Solving): Actively and skillfully understands, conceptualizes, applies, analyzes, synthesizes, and/or evaluates information and develops and supports fact-based analyses and recommendations
- Ho‘oku‘u me ‘Imi hakuhia (Innovation): Identifies and integrates creative ideas into new or existing services and promotes effective problem-solving.
- Pilina Ho‘ohana a me ka Hana Hilina‘i (Building Relationships and Creating Trust): Manages relationships to create optimal opportunities and move the organization forward.
- Alu Like i ka Hana (Teamwork): Works cooperatively and collaboratively with others throughout the organization in alignment with the organization’s objectives.
- Ho‘onui i ka ‘Ike (Capacity Building): Encourages personal growth by exhibiting trust and a belief in the capacity of others.

Mental and Physical Demands:

- Ability to lift 25lbs pounds. Requires frequent sitting, bending, standing...

Terms and Conditions of Employment

As a condition of employment, employee will be subject to LT’s policies and procedures.