



Job Title:	Family Connects Data Manager
CCFH Program:	Family Connects International (FCI)
Location:	Durham, NC
Position Type:	Full-Time

JOB DESCRIPTION

Occupational Summary: This position manages initial and ongoing Family Connects program certification for external sites throughout the United States. Through the employment of standard program management processes and tools, the Implementation & Improvement Advisor coordinates site-specific training and consultation in accordance with national certification guidelines and criteria. As a key member of the Family Connects National Training Center team, this position works closely with leadership and peers to ensure model fidelity and quality standards are achieved and maintained within assigned program sites.

Supporting both of these processes is a comprehensive data system built on the Salesforce platform. Under the guidance of the Center for Child and Family Health (CCFH) and Duke’s Center for Child and Family Policy (CCFP) staff, the Data Manager will direct maintenance and development of the system, oversee data collection, and support system-related training for programs throughout the United States.

Work Performed: The Data Manager will be responsible for direct support of program sites in their access and use of the data system, provider oversight of system maintenance, system enhancements, system-related training, and strategy recommendations for the national FC database. Regular tasks include the following:

- Monitor system performance and maintenance
- Manage assignment of database licenses for system users
- Maintain ongoing communication between the FCI National Service Office (NSO) team, program sites, and database development team
- Manage ticket system communication to prioritize database issues, enhancements, and improvements
- Support the creation of site-specific and nation-wide data report templates
- Oversee system enhancements and development
- Conduct in-person and virtual system-related training for health professionals
- Prepare and maintain training materials
- Recommend strategic changes to the system and its use
- Perform other duties as assigned

Experience: Experience with data processing and/or data management skills required

Education/Training

- Work requires knowledge and skills generally acquired through completion of a Bachelor’s degree program in computer science, social sciences, business, or health administration.



Required Skills

- Communication skills
- Project management
- Data management

Preferred Skills:

- Prior experience with Salesforce preferred
- Knowledgeable of adult learning principles

Salary Range: \$48,000-\$52,000

APPLICATION INFORMATION

Please email resume and letter of interest to Emily Wright at Emily.J.Wright@duke.edu or Ashley Alvord at Ashley.alvord@duke.edu.