Position Description

Impact Associate Consultant

About ResultsLab:

ResultsLab is a Denver-based strategic consulting firm focused on program excellence, evidence-based practice, and organizational effectiveness for nonprofits, government agencies, and philanthropy. We provide program design, performance management, evaluation, and evidence building consulting. We engage in a variety of projects, including training and technical assistance with cohorts of service providers, one-on-one work with individual organizations to improve program rigor, aligning measurement strategies to organizational needs, and increasing capacity to use data for improvement. ResultsLab also provides evaluation services, though our primary approach is to build organizational capacity within our clients’ organizations so they are able to carry their work forward with a new set of tools to improve outcomes for those they serve.

About the Position:

The Impact Associate Consultant will serve in a client-centered role as a member of the consulting team. The Associate will support social impact organizations by providing training and technical assistance for data-informed decision making. The Impact Associate Consultant will contribute to all aspects of ResultsLab services, including impact and measurement strategy design, data collection tool development, data analysis, data visualization, and data use practices.

The ideal candidate will increase our ability to connect with and develop strong working relationships with the diverse communities served by our client organizations. We actively seek a diverse pool of applicants from, or who have worked closely with, historically underrepresented groups, including but not limited to people with disabilities, people of color, LGBTQ+ people, first or second generation immigrants, and all socioeconomic backgrounds.

Job Responsibilities:

Capacity Building and Coaching

- Provide facilitation, coordination, preparation, and documentation support of coaching sessions with organizations and communities.

Research and Product Development Support

- Conduct literature reviews and background exploration to inform development of project plans and key design and measurement products.
- Develop written materials and reports to encompass developments in program design, program implementation, performance measurement, and evaluation.
Measurement Planning and Execution

- Support the development and documentation of measurement strategies and plans, including the identification of indicators and data collection tools.
- Design and implement surveys, interviews, and other data collection tools for designated projects.
- Lead data audits, informing the gaps between the measurement plan and actual data practice.
- Coordinate and support the selection of client data systems and corresponding implementation.

Data Analysis, Visualization, and Use

- Analyze and interpret programmatic data to plan, develop, and evaluate programs/initiatives.
- Produce compelling data products, such as dashboards and reports, to communicate findings.
- Support the facilitation of data use sessions to help clients to reflect on data and inform their programs and operations.

Coordination and Project Management

- Manage client scheduling and communication.
- Support development of project plans or components of plans to meet the needs of a variety of clients.
- Support project tracking and monitoring to ensure on-time execution.

Impact Manager

ResultsLab provides managed services to our clients, serving as an extension of their internal team to carry out data collection, data management, and data use practices within the client organization. A portion of the Impact Analyst role will serve as an embedded ResultsLab Impact Manager to our non-profit clients. Direct support includes:

- Managing the overall implementation plan for data-informed decision making, executing on deliverables in a timely, high quality way, and communicating progress to nonprofit client and ResultsLab team members.
- Directly leading data collection, data analysis, and data reporting practices.
- Engaging nonprofit team members to integrate and uphold measurement practices.
- Troubleshooting with nonprofit clients on challenges to implementation.

Business Operations

- Develop reports, presentations, training material, and web content, as directed.
- Support meetings and workshops through planning, logistics, and follow up. as directed.
- Steward high-quality relationships with clients and colleagues.
Qualifications:

Core Qualifications

- Master’s degree in social science or related field
- At least 2 years direct experience in evaluation and/or performance measurement, specifically conducting data collection, management, analysis, and report production
- Demonstrated experience to conducting quantitative and qualitative analysis for the social or public sectors
- Demonstrated experience to compiling data in a clear, concise written and visual format
- Ability to communicate effectively with clarity and precision in both written and verbal capacities
- Experience working in a nonprofit, foundation, or government agency
- Proven ability to quickly earn the trust of others and develop relationships with clients
- Comfortable facilitating group sessions and/or speaking in front of groups
- Passion for supporting organizations that service children, youth, and families
- Strong desire to contribute to a collaborative team atmosphere, dive in where needed, and learn new skills as needed to support excellent service to our customers
- Advanced Excel skills
- Demonstrated experience with R, SPSS, or comparable analytic packages
- Working knowledge of data reporting and visualization tools such as Power BI, Tableau or comparable packages
- Working knowledge of qualitative analysis tools such as NVivo, Atlas.ti, Dedoose, or other comparable tools

Preferred Qualifications

- Exposure to and experience using one or more data management systems, such as Salesforce, ETO, Apricot, mySQL, or others and a willingness to learn additional systems
- Strategic thinker with the proven ability to identify opportunities, formulate solutions, and gain support from stakeholders
- Consulting experience a plus
- Spanish language proficiency

ResultsLab cultivates an inclusive, flexible, and innovative work environment finding new solutions for impact in the social sector and focusing on excellence for those we serve. To be considered for this position, send a resume and cover letter resumes@ResultsLab.org.