

CONTRACTS & DATA MANAGER

Statewide Position Based in Washington State

WHO WE ARE

TeamChild is a nationally recognized nonprofit legal aid organization serving youth across Washington State, with office locations in Seattle, Tacoma, Yakima and Spokane. TeamChild's mission is to uphold the rights of youth involved, or at risk of involvement, in the juvenile legal system to help them secure the education, healthcare, housing and other support they need to achieve positive outcomes in their lives. We have three mutually reinforcing program strategies: legal services, policy advocacy, and training and community education. Core to all of our work is our legal services program, which reaches youth 12-24 years old in four of Washington's largest counties as well as youth incarcerated or recently released from our state's juvenile prisons and community facilities. Our clients are youth and young adults who are entangled in juvenile court and the child welfare system and need civil legal advocacy to prevent homelessness, access education and employment and get their basic health and other needs met. In our work, we also aim to move systems away from exclusion, punishment, arrest, and incarceration towards more effective and community-based strategies that address root causes and provide culturally meaningful and developmentally appropriate support and opportunities for young people.

At TeamChild we believe that racial and other social identities should be respected and affirmed. In support of this belief, we are building an equitable and inclusive organization and providing our team of staff, volunteers and Board members with the tools to address institutionalized racism and other forms of oppression. All members of our team are responsible for providing and supporting an equitable and inclusive work environment that will enrich our interactions with each other and our products and services. This responsibility provides the foundation for empowering the children and families that we serve so their needs are justly represented and their desires amply fulfilled. For more information about TeamChild and the King County office, see www.teamchild.org.

THE ROLE

This is a dynamic position and serves as a key member of TeamChild's Finance and Administration team and reports to the team's Director. The Contracts & Data Manager is responsible for managing TeamChild's public contracts, acting as database administrator for TeamChild's case management system, and, in partnership with our contract IT vendor managing TeamChild's information technology (IT) operations. The person in this role should have strong project management skills, problem-solving and ability to judge urgency and manage deadlines, excel at communicating technical information with users, utilize a systems-thinking approach, and be committed to challenging racism and other forms of oppression through both internal and external work. This role is a great opportunity for someone interested in developing skills in project management, process improvement, and collaborative leadership. Additional opportunities for growth are available.

The Contracts & Data Manager role must have the ability to travel semi-regularly as needs arise to one of our four offices located in Seattle, Tacoma, Spokane, or Yakima.

JOB DUTIES

Contract Management (40%)

This role oversees TeamChild's contracts, which total approximately \$3.2 million annually for 70% of TeamChild's budget. TeamChild's government funding comes from Washington State and local city and county governments. Contract management duties include the following:

- Overseeing and writing contract applications and renewals in collaboration with finance staff and program teams
- Leading contract negotiations in collaboration with finance staff and program teams
- Producing monthly, quarterly, semi-annual, and annual invoicing and reporting for funders utilizing TeamChild's case management system to produce reports on client demographics, service outputs, and case outcomes

Database Administration (30%)

The Contracts & Data Manager acts as TeamChild's administrator for our web-based case management system, LegalServer. This responsibility includes:

- Building and maintaining reports for contract reporting and internal performance monitoring
- Coordinating and overseeing quarterly case reviews
- Performing quarterly data cleaning
- Creating and maintaining funding codes, lookups, forms, process (including branch logic), and profiles
- Responding to data requests and inquiries from staff as needed, including producing regular timekeeping reports for Accounting staff and supporting Director of Legal Services and Managing Attorneys in monitoring teams' contract deliverable progress, timekeeping, and data completeness
- Support Investments & Partnerships team by producing data reporting for grant applications and reports
- Creating/deactivating user accounts for new/departing staff
- Acting as liaison between TeamChild and LegalServer staff and LegalServer admin community to troubleshoot issues and be aware of upcoming changes/new features
- Identifying opportunities for better use of LegalServer, communicating recommendations to staff, facilitating shared decisions, and implementing changes

IT Planning & Liaising (30%)

TeamChild has a contract with an IT company who provides 3rd party network, system, and desktop management including the management of file server infrastructure, network equipment, Microsoft Office Enterprise licensing, Adobe Enterprise licensing, Microsoft Teams (including telephony), computer imaging, user account creation/closure, network security, and day-to-day helpdesk services. The IT 3rd party vendor also provides guidance and best practices for IT strategic planning and equipment. In partnership with the IT 3rd party vendor, the Contract & Data Manager is responsible for:

- Working with the Director of Finance & Administration in planning for IT infrastructure needs including software, hardware, network equipment, conferencing, printing, and telephony
- Communicating IT opportunities, decisions, and best practices to staff
- Supporting communication between staff and IT helpdesk as needed, and monitoring IT service requests to IT helpdesk and being a back-up resource to staff
- Initiating user account setup/closures for new/departing employees and providing IT onboarding/orientation for new staff
- Maintaining TeamChild's user equipment (laptops & docking stations) inventory
- Occasionally addressing IT issues and needs outside of the scope of the IT vendor (webinars, cell phones, peripheral equipment, etc.)
- Project managing IT vendor transitions when needed
- Updating and maintaining the Operations Manual in collaboration with other members of the Admin/Finance Team

SKILLS & QUALIFICATIONS

Required

- 2-3 years work experience managing government contracts, including applications/RFPs, negotiations, invoicing, reporting, and compliance
- Strong project management skills, ability to judge urgency and manage multiple deadlines with multiple teams
- Strong customer service skills with the ability to communicate complex technical information clearly and patiently
- Strong attention to details to ensure accuracy, completeness, and consistency
- Ability to problem-solve creatively
- Experienced with Microsoft Teams, OneDrive, and other MS 365 product
- Very comfortable with technology, comfortable researching and learning new technology, and a working understanding of IT operations, network security, and best practices
- Ability to work collaboratively and participate in shared decision-making at all levels of the organization, including ability to facilitate workgroups for collaborative problem-solving
- Experience in workflow management and process improvement, strong eye for identifying opportunities for improvement
- Values relationships with colleagues, fosters relationships that invite feedback and issue-spotting; an eye for employee-centric process and system-improvements
- Ability to uphold [TeamChild's values](#) in the functions of this role and commitment to anti-racism and undoing other forms of oppression
- High level of professionalism and ethical standards

Desired

- 1-2 years work experience with database administration
- Nonprofit management/administration experience, or related education experience
- Advanced use of Microsoft Excel (formulas, pivot tables)
- Experience working with LegalServer database system
- Experience managing external vendors

- IT experience
- Experience facilitating projects using collaboration and shared decision-making
- Optimistic, positive, and charismatic disposition. Sense of humor a plus

CULTURE

TeamChild is a unique, values-driven organization that is boldly committed to creating and maintaining a work environment that supports collaboration, inclusion, shared-accountability, distributed power and non-hierarchical operations. At its core, TeamChild fights for effective solutions and community-driven strategies that nurture and develop the health and wellbeing of young people, instead of exclusion and incarceration. Individuals who work for TeamChild are naturally aligned with the following:

- A commitment to anti-racism, anti-oppression, intersectional equity analysis.
- A focus on relationship building.
- An ability to listen with an open mind and a deep commitment to including and respecting diverse viewpoints.
- Values collaboration and inclusive decision-making.
- A proactive, passionate, and collaborative attitude.
- A foundation of self-awareness that provides space for learning and growth.

COMPENSATION & BENEFITS

TeamChild is committed to providing employees with a competitive salary and benefits package. The salary range is \$60,000 – \$80,000 depending on experience. Candidates whose experience would place them below \$75,000 may be credited for additional years of experience based upon the candidate’s lived experience with systems of oppression reflective of our clients’ experiences. This encompasses the candidate’s own significant interactions in these systems, particularly if you were impacted by low income or lack of financial resources at that time: Juvenile Courts, Prior incarceration, Foster Care, Housing Instability or Homelessness, Long-term or regular patterns of school exclusion (for example, frequent suspension, long-term suspension or expulsion), Barriers to accessing adequate Special Education services, Barriers to accessing adequate Behavioral Health Care services, and/or Barriers to navigating the immigration system. Additional lived experience not listed may be considered.

TeamChild offers full benefits including medical, dental, vision, Employee Assistance Programs (EAP), generous paid time off, long-and short-term disability, life insurance, and options to set up Flexible Spending Account (FSA) and 403b retirement accounts. TeamChild offers an annual \$1,000 wellbeing benefit, as well.

TO APPLY

Please email a concise letter of interest and resume to jobs@teamchild.org using the following file naming convention: “[Last Name] - Letter” and [Last Name] – Resume.” In the email subject line, please write “Contracts & Data Manager” and your last name. In the email body, please let us know how you learned of this position.

No phone calls or email inquiries, please.

We will begin reviewing application materials on **October 16th** and then schedule interviews with qualified candidates. The position will be open until filled. Before submitting your application, please check [TeamChild's website](#) to make sure that this position is still open.

WORK ENVIRONMENT

TeamChild's offices are generally open on weekdays between the hours of 9 a.m. and 5 p.m. The physical demands and work environment described below represent those required and encountered by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to input information into a computer for long periods of time.
- Able to remain stationary for extended periods.
- Able to assess information communicated through a computer.
- Able to work some evenings, weekends, holidays, and extended hours in occasional emergent circumstances.
- Able to travel locally as needed.

This job description provides a general but not comprehensive list of the essential responsibilities and qualifications required. It does not represent a contract of employment. TeamChild reserves the right to change the description and/or posting at any time without advance notice.

All interested individuals, including people of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, and/or intersex are particularly urged to apply. TeamChild is an Equal Opportunity Employer. TeamChild is committed to promoting an environment free of barriers and discriminatory practices for its clients, Board, and staff.