



Research and Evaluation Assistant Internship

Department of County Human Services (DCHS)

Aging, Disabilities, and Veterans Services Division

Quality and Business Services

Intern Job Title: Research and Evaluation Assistant Intern

Department/Division: DCHS/ADVSD

Pay and Duration: \$22 hour/30-40 hours a week

Supervisor: Jacob Mestman

Site: Virtual/5 Oak Building (209 SW 4th Ave, Portland OR, 97204)

Will the Intern drive? No, driving is not required, but transportation to sites for the purposes of conducting in-person onsite/in-person interviews around Multnomah County is required.

Department, Division, and Program Summary:

The Department of County Human Services (DCHS) long-range goals remain anchored by the DCHS North Star which states “in Multnomah County, every person at every stage in life has equitable opportunities to thrive.”

Aging, Disability and Veterans Services Division (ADVSD) is the federally designated Area Agency on Aging and represents the diverse needs of 181,000 older adults, people with disabilities, and veterans. ADVSD maintains a coordinated service system that supports individuals to achieve independence, health, safety, and quality of life. ADVSD services include 24-hour community resource information; social and nutrition services; eligibility for Medicaid health and long-term services and supports; access to Veterans benefits; protective and guardianship services; and adult care home licensing.

Quality & Business Services (QBS) provides division-wide leadership, performance management, program evaluation, quality improvement, data analysis, budget development, administrative support, and workforce equity strategies to ensure fiscal responsibility, compliance, and participant focused outcomes. QBS program evaluation efforts seek to center participant and community input to produce insights that enhance equity in service delivery and outcomes.

Specific Duties or Major Tasks:



This position will work primarily with the QBS Research and Evaluation Analyst Senior, as well as collaborate with other QBS staff, interns, and program specific experts across ADVSD depending on project needs. This position's primary duties will be centered on program evaluation projects involving the design, collection, and analysis of survey and/or interview data from service providers and recipients. The goals of these projects are measuring service satisfaction and outcomes, as well as gathering feedback for service improvement, all through an equity lens.

- Interns will work primarily on collecting and analyzing data for one or more survey/interview based program evaluation projects.
- Expected projects include gathering data on participant satisfaction, feedback, and outcome measurements for programs like the Adult Care Home Program, Aging Disability Resource Connection, Transportation Program, and Nutrition Program.

Depending on skills, interest, and experience, this position may assist with other ongoing and emergent work involving research and evaluation design and implementation; quantitative and qualitative data collection, cleaning, analysis, and reporting; program design and performance measurement; project management; and other administrative support tasks such as:

- Research and documentation support to management and staff by gathering and synthesizing information from various sources
- Data management, maintenance, integrity, and validity by following data management processes for the collection and storage of original data, updating databases, developing forms and procedures, and validating data.
- Designing and testing of research and evaluation questions, performance measures, and data collection instruments (surveys, interview protocols, focus group facilitation guides, etc.)
- Conducting interviews with clients, community members, and staff in person, virtually, or over the phone; facilitating focus groups in person or virtually
- Performing statistical data analysis (sampling, descriptive statistics, trend analysis, tests of significance, etc.) and qualitative analysis (content analysis, developing and applying codes and themes, etc.)
- Preparing and distributing status updates and reports; conducting briefing sessions and give presentations to managers and staff

Interns are also expected to:

- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#))
- Be responsible for ethical practices at all times - including preserving participant confidentiality and data per program, agency, and HIPAA/PII rules



- Practice effective self-management of workload - including making the best use of available time and resources to effectively manage tasks and meet productivity expectations when performing job duties independently and in teams

Depending on the COVID-19 pandemic and resulting project specific data collection methods, interns may need to conduct in-person onsite/in-person interviews around Multnomah County.

Qualifications (knowledge, skills, and abilities needed for the job):

Required

- Strong writing, organization, and oral communication skills
- Experience establishing rapport with people in-person and over the phone, listening to and making people feel heard, and recording information accurately while multitasking
- Experience, or interest in qualitative and quantitative data collection (surveys, interviews, focus groups, etc.) and analysis (statistical analysis, qualitative coding and theming, etc.)
- Experience, or interest in research, evaluation, quality improvement, data, and how to use them to improve equity in service delivery, community responsiveness, and program outcomes
- Demonstrated ability, or a strong desire to learn, to apply an equity or racial justice lens to your work to help foster a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values
- Familiarity with PC environment, MS (Word, Excel), and Google (Forms, Docs, Sheets)
- Respect for and ability to work with diverse individuals
- Ability to self-manage and perform directed tasks with independence
- Must pass a criminal background check (This step happens after an offer is made)

Useful

- Experience, or interest in Decolonizing and Indigenous Research Methods, Human Centered Design, Culturally Responsive Evaluation, Community Based Participatory Action Research
- Understanding of, or interest in learning about how system thinking, systemic racism and other forms of oppression, and white supremacy impact research, evaluation, and human services work
- Experience, or interest in creating charts, graphics, and other figures for synthesizing and communicating information to diverse audiences through reports and presentations

Time/Schedule Requirements:



A weekly Monday – Friday schedule with some flexibility, if needed

Internship Outcomes:

- Be a part of an awesome team!
- Develop a broad knowledge and understanding of services in Multnomah County Aging, Disabilities, and Veterans Services Division
- Experience working in a professional setting and team environment
- Informational interviews, job shadowing, training, and other networking opportunities
- A portfolio of work products that demonstrate your acquired skills in program evaluation and research design, implementation, and analysis through the internship

COVID-19 Vaccination Requirement: To protect the health of the community and employees, Multnomah County requires employees to be fully vaccinated against COVID-19 or have an approved medical or religious exemption as a qualification of employment.

The rule applies to all employees, as allowable by law. Candidates who receive an offer of County employment must provide proof of vaccination upon hire or submit an exception request prior to their start date.

Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position through the form also located at this [website](#). The deadline for submitting an online application is April 4th, 2022.