

**Janus of Santa Cruz  
Director of Impact & Evaluation**

***The CEO of Janus of Santa Cruz seeks a leader with experience evaluating, analyzing and communicating the impact of direct services programs for underserved communities.***

*Reporting to the CEO, this leader must combine three skill sets:*

- *Strong knowledge of the kind of services that are provided to those living with Substance Use Disorder (SUD). This includes a strong understanding of the workflows, funding mechanisms and metrics for delivery of mental and physical health services;*
- *Excellent interpersonal skills;*
- *An ability to distill information provided by medical and direct-services professionals into bite-sized messages that can be used for websites, social media, grant proposals, CEO presentations, compliance reporting and fundraising solicitations.*

[Janus of Santa Cruz](#) provides a range of residential treatment, withdrawal management, medication-assisted treatment, perinatal treatment, outpatient and other services to those living with Substance Use Disorder, with the objective of developing stable, sustainable, strong communities of support.

In recent years Janus has grown considerably, from a 2015 budget of about \$7M to a 2024 budget in excess of \$16M. More than 2,500 individuals are served annually with a staff of 170 and a Board of 9 members, and over the coming years Janus expects to expand services within Santa Cruz County and to clients living in Santa Clara, San Benito and Monterey Counties.

Janus of Santa Cruz is an innovative organization with a mutually supportive culture, and readily embraces new thinking and approaches. Janus is intensely practical and tightly managed, and these characteristics are sought in every member of the team.

**BASIC FUNCTION**

Reporting to the CEO, this role: monitors the impact and effectiveness of Janus treatment programs through an independent lens; proactively alerts the CEO and the management team of positive performance and opportunities to improve; and converts data into messages that can be deployed online, in presentations, through social media, in grant proposals and in donor solicitations. This role is central to helping the CEO make the case with government and other funders for Janus expansion.

The Director should have strong experience in workflow analysis, management accounting and data analysis; exposure to organizational planning, strategy and design; and a demonstrated track record of combining data and stories of lived experiences into a compelling narrative. Additionally, this person must be able to navigate and bring structure to matrixed accountability situations.

This is a roll up your sleeves role, with a dotted communication line into every function of Janus. Particularly strong relations must be fostered with direct services managers and medical professionals to ensure that impact reporting reflects on-the-ground realities experienced by clients. The Director will cultivate equally strong relations with those parts of the organization that create and manage data, especially with the org's finance and IT functions and with associated contractors.

*The Impact & Evaluation Director will be responsible for designing, managing and continually upgrading the organization's performance monitoring and reporting approaches, and will take a leading role as an internal consultant on improvement projects tied to Janus of Santa Cruz's expansion and funding strategies.*

### **INITIAL PRIORITIES**

- Understand Janus of Santa Cruz as a whole — its history, culture, structure, facilities, budgets, finances, revenue streams, programs and services, projects, clients and communities; establish productive and collaborative working relationships with the CEO, members of the management team, other staff, board members, partners, vendors and clients;
- As soon as possible, function as an extension of the CEO's sensibility on how to measure and convey impact of Janus programs, with the understanding that the CEO will set and periodically adjust the organization's course. This Director will work independently and directly with other members of the management team as well, collecting data and providing consolidated information on team performance to the management team as a whole.
- Partner with the CEO to transform performance evaluation and analysis into improvement projects with budgets, assigned staff and resources, discrete measurable objectives and timeframes; include in-process improvement projects into impact reports to the CEO and management team;
- Serve as a visible advocate for Janus of Santa Cruz, assuring that the interests of the organization are advanced and fully understood by counterparts, and that Janus of Santa Cruz is seen, particularly by funders, to be at the forefront of practice and innovation.

### **IDEAL EXPERIENCE AND QUALIFICATIONS**

The ideal candidate should have the following experience and qualifications:

- Proven managerial, problem-solving and planning responsibility in a nonprofit, business, healthcare or government entity that provides a complex array of human services; strong experience from the business sector is welcome, but an understanding of human services funding streams, controls and compliance issues is absolutely essential;
- A strong, hands-on background is desired in several of the following overlapping areas:
  - Experience with physical and mental health services; experience with Substance Use Disorder and its impact on families and communities; an understanding of interrelated community health services provided to communities in need;
  - Exposure to government and private donor funding streams, regulatory compliance issues; quality of care matters, and administrative workflows within nonprofit human services organizations;
  - Familiarity with the strategies and mechanics of financial budgeting, planning, controls, systems and reporting in human services organizations;
  - Facility and comfort with technology; an ability to successfully integrate financial and other data into a cogent story about services provided; past use of analytical

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tools and of financial, project accounting, project management and other systems is highly desirable.

- A mature level of judgment and decision-making in a changing, forward-thinking, operating and customer service environment; the ability to collaborate and explain workflow management concepts to people who do not have such experience;
- An ability to exercise tact, skill and diplomacy when engaging in negotiations with colleagues, other entities, officials, contractors, employees and their representatives; formulate and express ideas concisely, clearly and effectively, both orally and in writing; guide and counsel colleagues, partners, employees and others;
- A high energy level and an ability to solve problems and manage multiple activities and responsibilities; a high degree of patience, attention to detail, good humor and fortitude in managing relationships with various parties within a human services context, including with vendors and other partners;
- Outstanding oral and written communication skills, including the means to address issues in non-confrontational and non-polarizing ways, but nevertheless with determination; the presence and credibility to serve as an effective spokesperson for Janus of Santa Cruz;
- Results-oriented, adept at seeing the big-picture, planning, prioritizing, organizing, and following through; a hard worker with a high energy level; emotionally mature with a sense of humor and an ability to maintain balance and perspective.

For more information please contact:

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