

## Research and Evaluation Assistant Internship

**Department of County Human Services (DCHS)**

**Aging, Disabilities, and Veterans Services Division**

**Director's Office**

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**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. Work will be primarily telework, though working in the office more often is possible. A Trimet pass for accessing public transportation can be provided.

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### **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.

The Director's Office 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. 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 Director's Office two Research and Evaluation Analyst Seniors, 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 three program evaluation projects involving the design, collection, and analysis of data collected through surveys and/or interviews from service providers and service recipients.

- Assist in the completion of a division-wide assessment of community relationships - including conducting and analyzing stakeholder interviews to identify and document processes, developing and implementing an equity assessment framework, categorizing and mapping processes, and communicating project results
- Collecting and analyzing data for over-the-phone survey/interview projects for the Transportation Program and Family Caregiver Support Programs. The goals of these projects are measuring service satisfaction and outcomes, as well as gathering feedback for service improvement, all through an equity lens.

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; distributing status updates and reports; conducting briefing sessions and giving presentations
- 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.)
- Developing and substantiating program performance models using Theory of Change and Theory of Action. Contribute to measure development for program model activities and outcomes.

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

**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 Human Centered Design, Culturally Responsive Evaluation, Community Based Participatory Action Research, Decolonizing Research Methods
- 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. The position will be mostly virtual, however, there are times when the team meets up in person for staff meetings or other

in-person project meetings.

**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 2th, 2022.