



LENOX HILL NEIGHBORHOOD HOUSE

Process Improvement and Evaluation Intern

Internship Description

Lenox Hill Neighborhood House, widely recognized as one of New York's premier human services providers, is a 125-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of thousands of people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, persons with disabilities, adult learners and thousands more. Our programs—staffed by social workers, educators, public interest lawyers, advocates and many, many others—include an Early Childhood Center, RealArts After School Program and Summer Camp, Women's Mental Health Shelter, permanent supportive housing residence, two Senior Centers, arts-based day program for adults living with dementia, Geriatric Care Management program for frail seniors, Food Services, Legal Advocacy Department, Health and Wellness, Fitness & Aquatics, Adult Education and more. For more information on Lenox Hill Neighborhood House, please visit our website at www.lenoxhill.org.

We are seeking a **Process Improvement and Evaluation Intern** to join Lenox Hill Neighborhood House's Research and Evaluation team for 150 hours in the 2019 Fall Semester. Working closely with our Director of Research and Evaluation, Bradley Matthys Moore, PhD, the **Process Improvement and Evaluation Intern** will help support our organization's ability to create, analyze, and use data to improve client services, program operations, and organizational efficiency.

The primary focus of this internship will be assisting in the development of a predictive algorithm to better balance caseloads in our Geriatric Care Management program. The Neighborhood House's Geriatric Care Management Program provides comprehensive care management services to 1,800 frail and homebound older adults living on the East Side of Manhattan from 14th Street to 143rd Street. The Neighborhood House is able to make a profound difference in the lives of these vulnerable individuals, helping them overcome crises and providing the services, support and community they need to remain independent, to feel connected, to achieve better outcomes and to live fuller and healthier lives.

Other responsibilities during the internship may include:



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- Assisting in survey distribution and analysis;
- Inputting and cleaning data to ensure it accurately reflects program operations;
- Assisting in the design and development of analysis and project reports for senior staff to ensure they have all the information they require to make effective decisions;
- Collaborating with organizational programmatic staff at all levels; and
- Participating in special projects to assess program and organization-wide impact.

The **Process Improvement and Evaluation Intern** must possess a substantial interest in learning applied evaluation and statistical techniques; strong attention to detail; the ability to prioritize tasks and meet deadlines; exceptional interpersonal skills; and the ability to work both independently and as part of a team to complete complex projects in a fast-paced environment. The ideal candidate is a self-starter, proactively identifies and resolves issues, and is comfortable working with staff at all levels to support data-driven decision making. The algorithm development project is quantitatively focused, and the candidate should expect most of their time to be dedicated to the manipulation and analysis of large datasets.

Qualifications

The ideal candidate will have a clear interest in leveraging their research and analysis skills in a non-academic career as well as a passion for data-driven non-profit management. Must be highly proficient in Excel - experience using SQL, R, SAS, and/or STATA is desirable. Familiarity with basic descriptive and inferential statistics is preferred, but not required. Ability to quickly learn new quantitative analysis techniques, new technologies, and new database systems is a must.

This internship is administered and funded through the PublicsLab at The Graduate Center, CUNY. Level II and Level III doctoral students in any humanities or social science discipline are invited to apply. The PublicsLab will compensate 150 hours of work with a \$5000 stipend.

To Apply

The application for this position is available through GC Connect. For more information about GC Connect, please click [here](#). Applications will be accepted until 10 June 2019.