



Job Opportunity

Director of Monitoring, Evaluation & Learning

Location: Remote — US preferred, but we will also consider candidates that can be legally employed locally through a Living Water entity in Guatemala, Haiti, Honduras, Kenya, Liberia, Mexico, Nicaragua, Rwanda, Sierra Leone, Uganda, or Zambia.

Type: Salaried, Full-time

Supervisor: Senior Director, Program Impact

JOB PURPOSE

We are looking for a thought leader in monitoring, evaluation, and learning (MEL) to join our global Program Impact team. This team plays a key role in supporting, growing, and improving the quality of our water, sanitation, and hygiene (WASH) programs in 17 countries. The Director of MEL will collaborate with regional and country office staff to create and enhance MEL systems and tools, build capacity for MEL, provide technical assistance, facilitate organizational learning, and increase the transparency and accessibility of Living Water's program data to all stakeholders (with a priority on our program's target recipients).

The successful candidate will be joining Living Water at an exciting time of strategy development and digital transformation. This role will play a key part in supporting both processes — how we evolve our program strategy based on what we're learning through our data, and also how we increasingly build out digital methods for understanding and communicating our results.

Success in this role will mean:

1. Our country office staff are able to make better programmatic decisions due to increased access to relevant data and information
2. Our program strategy and theory of change continue to evolve and become more evidence-based, providing helpful frameworks to all program staff
3. Our marketing and fundraising teams are better equipped to communicate results and increase confidence in the impact of our work

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

KEY TASKS AND RESPONSIBILITIES

1. Leadership & Capacity Building

- Develop and improve MEL policies, systems, processes, and tools
- Deliver training and technical assistance to key staff in regional and country offices, focused on research methodologies, mobile data collection, sampling, data analysis, developing MEL plans, developing knowledge products, and other relevant topics
- Build a community of practice with global MEL staff
- Develop collaborative partnerships with research universities and other organizations (locally and globally) that strengthen Living Water's knowledge and capacity in MEL
- Manage and enhance a research internship program
- Assist the Program Impact team in developing the MEL portion of grant applications

2. Monitoring

- Develop and enhance the systems and tools for collecting, analyzing, and reporting on monitoring data
- Manage the organization's indicator grid and guide, providing revisions as necessary
- Assess the existing monitoring database, make recommendations on revisions, as necessary
- Provide guidance and direction to staff to ensure the systematic collection and reporting of quality program data

3. Evaluation

- Steward and enhance global standards, results frameworks, and tools for program evaluations
- Provide quality assurance on all program evaluations, in collaboration with regional MEL officers
- Enhance and maintain data management system for program evaluation data
- Manage the organization's global use of the Most Significant Change technique
- Research and apply emerging research methodologies to ensure all aspects of the Theory of Change are being evaluated
- Provide technical assistance to country offices in the selection of local M&E experts and external evaluators
- Lead ad hoc research projects, based on the Learning & Innovation agenda, gaining internal support and securing necessary resources

4. Learning

- Help steward and lead the organization's Learning & Innovation agenda
- Build systems for the documentation and sharing of programmatic innovations through knowledge products, webinars, etc.
- Manage and continue to develop an evidence base that supports the Theory of Change

5. Data Analysis & Reporting

- Increase the transparency and accessibility of monitoring and evaluation data to all stakeholders (with a priority on our program's target recipients).

- Conceptualize new ways of analyzing, using, and reporting on program data in collaboration with the Marketing & Communications team
- Develop capacity of the Program Impact team and country office staff to build and analyze reports using Salesforce and/or BI tools
- Lead the effort to publicize the Living Water's results and innovations through conference presentations, journal articles, and online reports, with an emphasis on developing capacity for country office staff to publish

EDUCATION / EXPERIENCE / SKILLS

On the first day, we'll expect you to have:

- Master's degree in a relevant field (e.g. economics, econometrics, international development, public health, behavioral sciences, or equivalent, with major components that include research methods and statistical analysis).
- 3 years of experience working in international monitoring, evaluation, and/or research.
- Proven success designing and implementing MEL systems from beginning to end
- Strong knowledge of major quantitative and qualitative M&E methodologies, survey design and development, sampling strategies, and data collection
- Proficiency in Microsoft Excel and data analytics software (e.g. R, SPSS, Stata, MAXQDA)
- Experience in working with and managing databases / information systems
- Excellent writing ability, from academic journal articles to cross-cultural instruction materials
- Confident communication and interpersonal skills; demonstrated ability to deliver training in cross-cultural contexts
- Experience leading evaluation and/or research projects in low-income countries, including experience overseeing external evaluators/independent consultants
- Experience presenting research findings to diverse audiences
- Ability and willingness to travel internationally (est. 20% travel)
- Demonstrated proficiency in English, both oral and written

It's great, but not required, if you have:

- Experience in the WASH sector
- Project management experience and certification (e.g. PMP, PMD Pro, Agile)
- Experience living and working in a low-income country
- Experience using design-thinking or human-centered design principles in solving problems
- Experience with Salesforce, particularly if you've used it for collecting program data
- Experience with developing data visualizations in Power BI or Tableau
- Proficiency in another language used in one of Living Water's country offices (e.g. Spanish, French)

More about Living Water

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water and to experience “living water”—the gospel of Jesus Christ—which alone satisfies the deepest thirst. We mobilize churches and communities through water access, sanitation, and hygiene (WASH) interventions to increase the physical, spiritual, and social wellbeing of the most vulnerable in communities around the world. With over 300 global staff, we currently work in 18 countries and have provided access to safe water to nearly 6.5 million people.

We Offer

- Generous PTO, Vacation, and Holidays
- Retirement/403(b) with match
- Medical, Vision and Dental benefits
- Group Life, STD, LTD and AD&D (Employer paid)
- Opportunities for professional development
- Spiritual care and formation program
- Tuition reimbursement program
- Employee assistance program
- Casual dress code