

Duke University North Carolina Literacy Corps Service Description



AmeriCorps
North Carolina



Position Title: Program Impact Specialist - Data & Evaluation (Full-time)

Grant Number:

North Carolina LiteracyCorps (NCLC) Mission and Overview: The Duke University NC LiteracyCorps is a statewide consortium of AmeriCorps Volunteers working to build the capacity and impact of community and campus-based literacy programs. AmeriCorps Volunteers will provide direct service and/or capacity-building support to local education nonprofits and schools in Durham, Wake, Forsyth, Mecklenburg and Pitt Counties.

The mission of the NC LiteracyCorps is to increase opportunities for North Carolina children and adults through tutoring, small group teaching, classroom assistance, and capacity-building activities that strengthen an organization's abilities to increase reach and impact. NC LiteracyCorps AmeriCorps Volunteers will work alongside education professionals to increase the academic achievement, English skills, High School completion, or access to education and community resources across the state.

North Carolina LiteracyCorps Staff Name and Contact Information: Maranatha Wall, mdw31@duke.edu

Service Location: Koinonia Community Solutions, Administrative Department, 610 B Old Tar Village Rd.
Winterville, NC 28590

Supervisor Name and Contact Information: Watsi Sutton, Executive
Director-wsutton@koinoniasolutions.org-252-999-8120.

Organization Mission and Overview: Building bridges of opportunity to the underserved in northeastern North Carolina through education, housing, and economic empowerment initiatives.

AmeriCorps Volunteer Impact: The Data & Impact Specialist will strengthen KCS's organizational capacity to collect, organize, analyze, and use program data more consistently across departments. The NCLC AmeriCorps Volunteer will help improve data quality, standardize information systems and definitions, strengthen impact measurement, and make program information more useful for staff, leadership, funders, and community stakeholders.

The NC LiteracyCorps AmeriCorps Volunteer's service will help KCS move from multiple program-specific spreadsheets, forms, and reporting practices toward a more coordinated and sustainable organizational data infrastructure. This work will support accurate reporting, stronger program evaluation, improved decision-making, and clearer demonstration of KCS's community impact. The Data & Impact Specialist is not primarily a data-entry position. The NCLC Volunteer's central purpose is to strengthen KCS's organizational data infrastructure so that information is accurate, consistent, useful, sustainable, and connected to program performance and community impact.

AmeriCorps Volunteer Service Position Summary:

(2) Conducting outreach and securing resources in support of service activities that meet specific needs in the community. For our purposes, outreach means communication strategy - social media, newsletters (other than volunteer newsletters) and resources is defined as pre-approved revenue or in-kind resource generation.

- Conduct grant research and identify prospective funding opportunities tied to a specific KCS program, project, or data/evaluation initiative, such as a particular program expansion or capacity-building effort (that is *not* general organizational operating support).
- Support grant proposal development by compiling organizational data, program outcomes, and supporting documentation, and other materials for funding applications.
- Assist with communication and outreach efforts, including social media, newsletters, and other approved communications that increase community awareness of KCS programs and services.
- Support the generation of pre-approved financial and in-kind resources for a specific program or project need, such as donor communications, sponsorship materials, and resource development initiatives tied to a particular program expansion or service activity. This does not include raising funds for living allowances, general organizational operating expenses, or facility costs.

(3) Helping build the infrastructure of the sponsoring organization, including:

- Conducting research, mapping community assets, or gathering other information that will strengthen the sponsoring organization's ability to meet community needs;
- Developing new programs or services in a sponsoring organization seeking to expand;
- Developing organizational systems to improve efficiency and effectiveness; including the following:
 - Assess current program data collection and reporting practices and identify gaps, duplication, and inconsistencies.
 - Help standardize data definitions, forms, tracking tools, and reporting processes across KCS programs.
 - Develop data-quality procedures, simple SOPs, and staff guidance to improve consistency and accuracy.
 - Support development of dashboards and recurring reports that help staff and leadership monitor program activity, outcomes, and organizational impact.;
- Automating organizational operations to improve efficiency and effectiveness;
 - Identify repetitive or duplicative data-entry and reporting tasks that can be streamlined or automated
 - Help develop or improve automated workflows using tools such as Microsoft Forms, Excel, SharePoint Lists, Power Query, Power BI, Power Automate, or comparable systems.
 - Create automated or semi-automated reports, dashboards, data-validation tools, and tracking processes.
 - Test and document new workflows and help staff learn how to use them consistently;
- Initiating or expanding revenue-generating operations directly in support of service activities; and
- Supporting staff and board education

(4) Developing collaborative relationships with other organizations working to achieve similar goals in the community, such as:

- Community organizations, including faith-based organizations; Foundations; Local government agencies; Institutions of higher education; and Local education agencies or organizations

(5) DIRECT SERVICE ACTIVITIES may include:

- Administering student assessments including state mandated pre- and post-tests and program evaluation requirements
- Completing data entry as required to document services
- Tabling to provide agency information or materials or sharing resources in the community

Essential Functions: All basic duties that must be performed WITH or WITHOUT a reasonable accommodation.

- Conduct regular data integrity reviews.
- Enter and verify program metrics in shared systems.
- Assist with report preparation and visualization.

Marginal Functions (secondary job responsibilities) of the position. The Marginal Functions are those activities that are seldom or intermittently performed by the NCLC Volunteer and/or are additional duties that are preferred:

- Participate in reflection sessions or post program debriefs.
- Support internal survey and feedback tool deployment.

Required Qualifications:

- Citizenship or permanent residency status (Green card) required
- 17 years old or older required
- High School or GED equivalent required; College degree preferred
- Background checks: National Sex Offender check, state criminal check, FBI check required
- Strong skills in Excel, data entry, and cloud-based platforms. Strong organizational, analytical, and problem-solving skills.
- Strong attention to accuracy and detail.
- Ability to work responsibly with confidential information.
- Ability to communicate clearly with both technical and nontechnical users.
- Comfort working with spreadsheets and learning new technology.
- Ability to identify problems, investigate causes, and document solutions.

Preferred Qualifications:

- Experience with Excel beyond basic data entry, including formulas, lookup functions, pivot tables, data validation, or similar features.
- Experience with Power Query, Power BI, Microsoft Forms, SharePoint Lists, Power Automate, databases, or comparable systems.
- Experience cleaning, organizing, analyzing, or reporting data.
- Experience developing dashboards or recurring reports.
- Experience with nonprofit, educational, human-services, community-program, or grant-funded data.
- Familiarity with program evaluation, outcome measurement, or performance management.
- Experience helping others learn or consistently use a data system.
- Interest in nonprofit evaluation or research.

Schedule:

- Some evenings and weekends
- Typical schedule: 40 hrs/week; flexible daytime hours required

Commitment Required and Benefits:

AmeriCorps Volunteers are expected to serve 11 months or through August 31st, whichever comes first, while also [reaching the minimum number of hours for your AmeriCorps Volunteer type](#). Fulltime AmeriCorps Volunteers should expect to serve at minimum 40 hours per week (1700 total) throughout the service year. These hours are based on an 11-month term. These ranges would increase if beginning service after October 1.

All AmeriCorps Volunteers receive a **monthly living allowance for up to 11 months of service**, with total compensation varying by service term. The **living allowance is only paid while an AmeriCorps Volunteer is actively serving**, and service must be completed no later than **August 31, 2027**.

- **Full-Time (FT):** \$2,863.63 per month, not to exceed **\$31,500**

Additional Benefits for Full-Time AmeriCorps Volunteers:

- Up to \$175/month health insurance reimbursement (if coverage is needed to participate)
- Childcare assistance (available upon request, if applicable)

All AmeriCorps Volunteers Receive:

- Disaster Preparedness Training
- Mental Health First Aid Certification
- Ongoing professional development opportunities

Segal AmeriCorps Education Award (awarded upon successful completion of service hours – not a cash payment, but a benefit that can be used for specific educational purposes):

- **FT:** \$7,395

Contact: For more information about this opportunity, please contact Maranatha Wall, mdw31@duke.edu.

The North Carolina LiteracyCorps and its partner agencies do not discriminate on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, nor political affiliation.

Reasonable accommodation can be made for interviews and service activities.

Register your interest by completing the [NC LiteracyCorps Recruitment Intake Form](#).