

Job Title: Data Infrastructure and Support Lead, 20,000 Homes Campaign
Reports to: Director 20,000 Homes Campaign
Employee type: Full-time, 37.5 hours per week

The Canadian Alliance to End Homelessness

The Canadian Alliance to End Homelessness (CAEH) leads a national movement of individuals, organizations and communities working together to end homelessness in Canada. The CAEH works toward a Canada without homelessness. We do it by helping communities and governments across the country apply proven approaches to transform programs, policies and systems toward the goal of ending homelessness.

CAEH holds the following core values:

- We believe ending homelessness is possible
- We believe in the Right to Housing
- We are resolutely and solely focused on our mission to end homelessness
- We act in service to all Canadians at risk of or experiencing homelessness
- We have a bias for action
- We will fail forward
- We believe that there is hope and opportunity
- We will act with integrity
- We are committed to equity, diversity and inclusion
- We seek to be leaders in Reconciliation with Indigenous Peoples

The 20,000 Homes Campaign

The [20,000 Homes Campaign](#) a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada’s most vulnerable homeless people by July 1, 2020. 20KHomes has 44 communities who have signed up which the 20,000 Homes Campaign Team will support through a structured process over 2018-2020 to work towards [functional zero on chronic homelessness](#). This movement will transform Canada’s response to homelessness by: mobilizing Canadian citizens, communities and governments to act; by getting results that prove homelessness is solvable; and, by putting in place systems proven to prevent and end homelessness.

The position

Reporting to the Director of the 20,000 Homes Campaign, the Data Infrastructure and Support Lead (DISL) is an entrepreneurial, results oriented leader dedicated to ending homelessness in Canada. The DISL is committed to the structured process of the 20KHomes campaign-style movement with an interest in continuous innovation and improvement. This position will be responsible for the design and management of all data and analytic support products provided to communities, training support to all members of the 20khomes team, and maintenance of data infrastructure related to analysis, research and reporting on 20KHomes metrics.

The DISL will demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, independence, discernment, creativity and resourcefulness; exhibit excellent communication and relational skills; be focused on delivering a high-quality product and customer satisfaction; demonstrate thoughtfulness and intelligence in decision making; and, has a single-minded focus on outcomes for ending homelessness. This is not a research or evaluation position. The successful candidate will show a commitment to making it easy for communities to use data to drive improvement. The 20khomes Campaign is about live data and constant testing and iteration rather than summative evaluation or looking for silver bullets in the data.

The DISL works in a tight-knit team that includes administration and communications support.

Qualifications

- Passion for ending homelessness, a belief its possible, and a sense of urgency to get there.
- Bachelor’s degree or equivalent.
- Five to ten years previous work experience in a professional environment.
- Passion for utilizing data to drive strategy and improvement.
- Quality Improvement-oriented research design experience, or experience using data in a quality improvement context.
- Expert working knowledge of Excel and experience with databases, data visualization, and data analysis. Experience with Tableau, Google Suite products, and HIFIS 4 is an asset.
- Excellent quantitative measurement and data analysis skills. Statistical analysis knowledge is a plus.
- Comfort with systems and macro-level thinking.
- Strong ability to turn team goals into functional measurement systems.
- Experience with facilitation, public speaking, and coaching for improvement.
- Ability to manage projects in a fast paced, virtual team environment toward aggressive timelines and
- The ability to cope with and embrace change, risk, ambiguity and uncertainty.
- Ability to work independently in a virtual office setting and self-manage to achieve aggressive goals while being a strong team player.
- Excellent verbal and written communication skills.
- Bilingual, English and French, both oral and writing skills is an asset.
- Receives and relays criticism constructively; comfortable managing conflict and disagreement to a productive conclusion.
- Willingness to embrace and actively support the unique culture and values of the Canadian Alliance to End Homelessness.

Defining Success for this Position:

- Data infrastructure, visualizations and tools focus on the user and are structured clearly and coherently, both on the user-oriented “front end” and in the data architecture “back end.” Products are revised as needed or determined by team strategy and regularly refined based on user feedback. All questions and concerns about products and tools are addressed in a timely, thorough and efficient manner - from both internal and external audiences.
- All data infrastructure, visualizations, and support tools are helping drive 20KHomes communities toward a better understanding of their data being used to end homelessness.
- 20KHomes team and community performance management data are tracked clearly and appropriately and shared with the team and communities regularly. Performance management data measures are refined as needed along with user feedback.

Essential Duties and Responsibilities

- Participate in strategic planning and implementation for the 20,000 Homes with a commitment to iteration and improvement.
- Lead the development of new tools and enhance existing tools to assist 20KHomes communities and partners in analyzing data and tracking and improving performance. Responsibilities include:
 - Designing visualizations/dashboards
 - Facilitating data cleaning and other QA processes to ensure data quality
 - Building data visualizations using Tableau
- Lead the maintenance and upkeep of the 20KHomes reporting data infrastructure including:
 - Assure the quality of dashboards and tools
 - Troubleshoot issues as they arise
- Ensure that end users have a clear, comprehensive understanding of their community’s 20KHomes data as reflected in data products.
- Iterate on data infrastructure design and/or functionality, i.e. work to regularly revise data and performance management products based on the changing needs of end users.
- Co-design and/or support the articulation of key written and verbal insights derived from data analysis.

- Acquire a deep understanding of team goals and how these support the 20KHomes' strategic objectives.
- Build and maintain internal dashboards; using data accumulated from community reporting.
- Translate complex concepts into actions for the team and provide insights to accelerate progress and thoughtful growth.
- Design and support improvements to the 20KHomes internal performance management infrastructure including:
 - Develop quality assurance systems, including dashboards and tools;
 - Facilitate cleaning community data for analysis;
 - Manage processes geared toward ensuring excellent data quality;
 - Build data visualizations using Tableau.
- Use Quality Improvement principles to perform frequent trend analyses that help communities track their own progress toward ending homelessness.
- Track and synthesize data through run charts and various other data visualizations.
- Support process improvements in community evaluation & learning systems.
- Manage the presentation of written reports on key data analysis findings to internal and external audiences.

Other Duties:

- Serve as backup to the Data and Reporting Advisor on calls, meetings, and training as needed.
- As a representative of the Canadian Alliance to End Homelessness, present on 20,000 Homes Campaign learning, methods and/or outcomes and at conferences, workshops, convenings, etc.
- Other duties and special projects, as assigned, to advance the efforts of 20KHomes and CAEH.

Software Applications Used

- Microsoft 365
- Microsoft Office (including Excel)
- Google Business Apps
- Tableau
- Internet browsers
- Collaborative Customer Service Software TBD
- GoToWebinars/Meetings
- Survey Monkey
- Social media software and applications

Work Environment, Salary and Travel

- This position can be located anywhere in Canada with preference for a location that is easily accessible to an international airport.
- This position requires the ability to work from a virtual/home office location without the standard support available at a business office.
- A significant amount of travel is needed in this role and the successful candidate should expect to travel 7 to 10 days per month on average.
- The salary range for this position is \$70,000-90,000 annually (with an additional 10% in lieu of benefits) and will be based on experience.