Job Title: Data & Reporting Advisor
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 Support Advisor (DSA) is a detail-oriented, self-motivated and organized individual dedicated to ending homelessness in Canada. The DSA is committed to the structured process of the 20KHomes Campaign with an interest in continuous improvement and innovation. The position will be responsible for managing and providing data and performance management support to 20KHomes communities and to all members of the 20KHomes Team.

The DSA 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.   The DSA should have a passion for helping others use data to drive improvement, not simply for research or evaluation and should enjoy supporting community capacity building along with testing, rapid learning, and iteration.

The DSA works in a tight-knit team that includes data, 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.
- Three to five years previous work experience in a professional environment.
- 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.
- Comfort with systems and macro-level thinking.
- Experience using data in a Quality Improvement context.
- 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:

- All 20KHomes communities have an appropriate data reliability threshold and understand how to clear any data or technology barriers keeping them from tracking an end to homelessness.
- 20KHomes communities have established clear measures for success over time based on Quality Improvement principles and are supported in their pursuit of data and technology goals associated with these measures.
- All internal 20KHomes coaching staff are supported and trained on data and performance management concepts and solutions necessary to ending homelessness.

Essential Duties and Responsibilities

- Participate in strategic planning and implementation for the 20,000 Homes Campaign and Collaborative, with a commitment to iteration and improvement.
- Lead the assessment of the technology gaps and training needs of low performing 20KHomes Collaborative; develop appropriate strategies, implement support plans, monitor outcomes and improvements
- Lead Data Team training efforts of 20KHomes team members and participating communities on Data and Performance Management tools and concepts, such as the Performance Management Trackers and data reliability.
- Facilitate critical community interventions in data/technology assistance. Support on-site delivery of interventions as needed.
- Produce, support, and participate in 20KHomes webinars and in-person convenings as needed
- Help 20KHomes communities establish measures for success using principles from quality improvement science, including a data collection strategy and process for tracking and evaluating progress towards goals over time.
- Lead the facilitation and dissemination of best data practices from high performing 20KHomes communities.
- Support improvements to the 20KHomes internal performance management infrastructure including experimental internal data analyses.

Other Duties:

- Serve as backup to the Data Infrastructure and Support Lead 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 $60,000-80,000 annually (with an additional 10% in lieu of benefits) and will be based on experience.