

ICCF
Inner City Christian Federation
Position Description

Job Title: Evaluation and Data Analyst

Department: Housing and Family Services

Reports To: Grant Analyst and Homeownership Programs Manager

FLSA Status: Exempt/Full-Time

Revised: November 2, 2020

SUMMARY

The Evaluation and Data Analyst works collaboratively with administration and program staff to plan, organize, and conduct program evaluation across Housing and Family Service department with an emphasis on qualitative analysis of program/service outcomes. Primary role is to gather data to ensure that we deliver quality programs additionally, gather much needed data for our funders.

Job functions include; Creation of participant surveys, manages and gathers evaluation data for all Housing and Family Services programs:

- Individual Development Account
- Housing Counseling
- Online Homebuyer Education Courses
- In person Homebuyer Education courses
- Family Haven Shelter
- Permanent Supportive Housing
- Rapid Rehousing
- Diversion
- CHI Land Trust
- Family Self Sufficiency
- Resident Engagement

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsibilities:

- Works with leadership to identify opportunities for improvement
- Creates reports for internal team and/or external clients
- Collaborate with team members to collect and analyze data
- Use graphs, infographics and other methods to visualize data
- Create presentation and reports based on recommendation and findings

Evaluation:

- Provides leadership in articulating and promoting a culture of program evaluation within ICCF programs and services leading to continuous improvement and quality with an emphasis on longitudinal outcome measurement.

- Translates complex terminology and processes for team members with limited expertise in program evaluation, analysis, statistical tools, etc.
- Works with department leadership to identify topics for evaluation and staff members to participate in the evaluation.
- Develop strategic framework and approach to solving key problems, beginning with vaguely-defined, ambiguous problems and then developing a logical framework and analytical approach.
- Develops plans for evaluation in cooperation with department leadership and staff members identifying tool(s) to be used, methods for administering, data aggregation, and analysis.
- Independently design, construct, and execute analyses to meet business case requirements using data that will often be self-sourced through observations, tests, interviews, custom data pulls.
- Plans schedule according to variety of methods to be used, availability and quantity of resources, and staff members assigned to participate in project.
- Conducts research, utilizing surveys and other tools to collect, record, analyze, and evaluate program data.
- Engage cross-functionally across the organization to design solutions, develop test and implementation plans, drive results, and resolve issues encountered by the team including the ability to assess and course-correct as necessary
- Reviews findings with other staff members participating in project to evaluate validity of findings.
- Using strong analytical skills, analyzes data and prepares reports of completed projects for presentation to department leadership and CEO, or for use in further evaluation and incorporation into existing programs.
- Follows up with program participants after completion of program participation, especially after six months and one year.

Data and Metrics Tracking

- Manage metrics system for the department and keep staff members accountable for monthly reporting of data
- Gather and prepare data for grant reporting at the request of CEO and the Advancement Teams
- Tracks all program metrics
- Compile all monthly staff reports
- Advise Vice President on quality improvement approaches

SUCCESSFUL CANDIDATES WILL POSSESS:

- Passion for and commitment to achieving justice and equity in housing
- A high degree of initiative, independence and tenacity; able to identify and prioritize actions towards a goal
- Effective communication skills – verbal, written, presentation– with audiences diverse in age, race, etc.
- Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions
- Ability to build relationships quickly and authentically
- Willingness to collectively and personally work to close persistent opportunity gaps based on race, class, culture and power
- A sense of optimism and an assets-based way of viewing people and situations
- Knowledge of culturally responsive adult instruction

- An orientation towards problem-solving– experience identifying root causes and developing results-oriented solutions
- Collective Responsibility – strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities
- Demonstrated experience working in collaboration with others to effect change
- Knowledge to assemble, analyze and report data and information in a clear, precise and objective manner. High degree of organizational and time/people management ability.
- Excellent interpersonal, communication, public relations, and interviewing skills
- Knowledge of HUD policies, procedures, state and federal regulations
- Proficient in operation of intermediate level office equipment and software programs; including but not limited to: Client Management System (CMS), Microsoft Suite (Word, Excel, Publisher, PowerPoint)
- Analytical - Collects and researches data; Designs work flows and procedures.
- Design - Uses feedback to modify designs; Demonstrates attention to detail.
- Problem Solving - Gathers and analyzes information skillfully.
- Project Management - Develops project plans; Coordinates projects.
- Oral Communication - Demonstrates group presentation skills.
- Written Communication - Writes clearly and informatively; Presents numerical data effectively.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university, Social Work degree, preferred, or one to two years related experience and/or training; or equivalent combination of education and experience. Relevant experience in policy analysis, qualitative data and research analysis, and database management. Experience in affordable housing is a plus.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Michigan Driver's License and acceptable driving record. HUD Housing Counseling, Financial Capabilities and Home Ownership certifications preferred; willingness to become certified required. **Must obtain housing counseling certification within 1 year of employment**

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION

Compensation commensurate with experience.

We offer a benefits package that includes medical/dental/vision insurance, accrued paid leave time as well as a retirement plan.

Inner City Christian Federation is committed to equal employment opportunity in its hiring and employment practices and policies for all staff members and applicants for employment without regard to race, color, gender, sexual orientation, national origin, age, physical ability, marital status or veteran status.

**To apply, send a cover letter and resume to hr@iccf.org.
ICCF is an equal employment opportunity employer.**