



JOB DESCRIPTION

JOB TITLE: Evaluation and Policy Manager
JOB#: EP05111701
STATUS: Full-Time/ Exempt
LOCATION: Fremont, CA
SUPERVISOR: Director of Evaluation and Policy

POSITION SUMMARY:

Abode Services is committed to tracking the impact of our work in the lives of our services and housing participants, and using those outcomes to improve our programs and inform policy around best practices for ending homelessness. Working closely with the Abode data team and program staff, this position is responsible for ensuring the collection, analysis, and reporting of accurate, timely, and meaningful data about program performance and service demographics through the use of complex databases. This position also acts as a key participant in our local HUD Continuums of Care (CoCs) and keeps the Director informed of housing policy changes. This position has essential communications functions as well: communicating outcomes data internally to program staff to maintain quality programs and communicating outcomes data externally to convey program impact. This position requires superior interpersonal skills to work, train, and support program staff, assisting them in their needs with regards to data collection and data reporting.

RESPONSIBILITIES:

- Work closely with Director of Evaluation and Policy to create and operate the agency Managing-To-outcomes cycle; help Senior Management staff to evaluate the effectiveness of programs and service delivery through outcome monitoring and data analysis.
- Provide a consistent, clear and concise overview of program data and trends.
- Develop and implement an agency “data collection plan” that reflects our internal goals related to quality management and improvement and our external goals related to demonstrating impact.
- Create and maintain monthly and annual Impact Reports for staff and the Board of Directors, as well as assist with quarterly and annual Agency-wide Dashboards for individual programs and program types.
- Act as knowledge expert on HUD housing policies and priorities. Perform in a central role in completing and submitting annual HUD Notice of Funding Availability (NOFA) applications, collaborating with program staff and external agencies, and in completing post-award steps.
- Determine gaps in data collection as they relate to all program outcomes and create feedback loop to address those gaps.
- Collect, enter, and analyze data from services-only programs and housing programs that do not submit data to HMIS.
- Oversee all Homeless Management Information Systems (HMIS) activities for agency programs, including oversight of data quality and completeness, and timely submission of HMIS-related reports.

- Liaison with the County HMIS staff to insure quality of data in county systems.
- Maintain a central role in the support of Welcome MAT, our housing and program database on the Salesforce platform.
- Supervise the Data Quality and Compliance Analyst and provide support for the Data Team to ensure excellent data quality and collaborative communication with program staff.
- Prepare accurate and concise reports on grant-funded programs and other projects that are often time-sensitive and deadline-driven.
- Attend meetings related to data management and performance measurement in all counties where Abode operates, and share information with the Director of Evaluation and Policy and other relevant staff.
- Collaborate with the Data Quality and Compliance Analyst to train program staff on HMIS data confidentiality and privacy.
- Respond to internal and external requests for program data and performance measurement information.
- Support the Development Department in quantifying and communicating program outcomes.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree required in social work, public policy, data services or a related field. Master's degree preferred.
- In-depth operational knowledge of HMIS systems highly preferred; may substitute with substantial experience working in another complex data base system, such as Salesforce.
- Strong understanding of performance management principles, outcomes measurement, and performance metrics.
- Previous experience working with HUD policies and NOFAs.
- Ability to focus on the details while also seeing the big picture.
- Demonstrated ability to think systematically, analytically and logically.
- Effective written and oral communication.
- Problem recognition, solutions-driven and goal-oriented.
- Strong communication and organization skills to handle multiple tasks and deadlines.
- Two years of experience working in fast-paced, outcome-driven environment.
- Willingness to work collaboratively, but with the capacity to work independently.
- Proficiency in Microsoft Office programs, particularly Word, Excel and PowerPoint.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

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