



Director of Performance Improvement and Data Analytics

Full Time, Exempt Position

Organization Description:

EveryOne Home is a community-based organization that serves as the backbone agency for the Oakland, Berkeley, Alameda County Continuum of Care (CoC). EveryOne Home was founded in 2007 to facilitate the implementation of Alameda County, California's plan to end homelessness, known as the *EveryOne Home Plan*. In 2018, EveryOne Home updated that Plan now known as the *Strategic Plan Update: Ending Homelessness in Alameda County*. This update recommends strategies and actions to reduce homelessness so that in five years no person without a permanent home will need to sleep outside. From 2019 to 2020, EveryOne Home built upon this work by conducting racial equity system modeling to better understand how to center racial equity and reduce racial disparities in our homelessness response system.

Our Vision:

We envision an end to all homelessness in Alameda County, California. To achieve this work, we will *center racial equity, amplify the voices of people who have experienced homelessness, and work together* to implement comprehensive strategies to prevent and end homelessness in our county. We work in a collective impact model that draws on our collective strengths, wisdom, and compassion. Together, we will see a day when every one of our neighbors has a safe, stable, and affordable place to call home.

This job might be for you if you are:

- Someone who thrives in a mission-driven, collaborative, transparent, flexible, and inclusive environment
- Someone who is passionate about ending homelessness with the assistance of data-informed problem-solving
- A critical thinker who can structure and analyze a variety of data and system frameworks
- A team-oriented person with a positive attitude and enthusiasm for learning
- Someone who enjoys leading collaborative problem-solving teams

Position Summary:

- Under the direction of EveryOne Home's Executive Director, the Director of Performance Improvement and Data Analytics uses quantitative and qualitative data to promote clarity, alignment, and accountability to homeless response system goals to improve outcomes. Specifically, the Director of Performance Improvement and Data

Analytics leads complex analyses of homeless response system data, communicates findings in accessible language, and recommends policy and practice directions for homeless response system performance improvement. The Director of Performance Improvement and Data Analytics collaborates with the Executive Director and the team to perform related planning and evaluation activities including but not limited to system performance evaluation, coordinated entry evaluation, project monitoring, Point-in-Time Count, annual gaps analysis, housing inventory, and Consolidated Plans. Additionally, the Director provides leadership, oversight and manages the Data and Performance team.

Essential Duties and Responsibilities:

- Plan, design, and conduct sophisticated analyses of homeless response system data to understand performance, measure racial equity outcomes, advance best practices, and support data driven decision-making
- Conduct annual gaps analysis
- Communicate research, monitoring, and evaluation findings in accessible language
- Plan and oversee the Point-In-Time count of homeless persons field work in accordance with federal guidance and in collaboration with the EveryOne Home team, county partners, and research consultants
- Provide support, recommendations and reports to the EveryOne Home Board and Committees
- Produce clear and accurate written and technical materials including, but not limited to reports, memoranda, correspondence, infographics, scorecards, and dashboards
- Identify continuous quality improvement opportunities
- Provide an org-wide view of data and analytics - maintaining & monitoring dashboards, looking for gaps or opportunities in metrics, and assisting department partners in continuous improvement of measurement processes
- Lead the organization in interpreting data and understanding how to best represent key metrics to our internal and external stakeholders
- Interpret, explain, implement and monitor federal guidelines related to homeless response system data collection and coordination
- Plan, direct, and review the work of others

Other Duties and Responsibilities:

- Provide technical assistance to Cities in the Continuum of Care and Alameda County as needed. Other duties as assigned

Education and Experience:

- Bachelor's degree in social sciences, statistics or a related field; Master's degree preferred

- 5-7 years of experience in continuous quality improvement, human service administration, outcome measurement, program monitoring and evaluation, and/or applied statistics
- Experience providing supervision and/or coaching others to complete work objectives
- Experience writing reports, memoranda, and creating presentations
- Experience creating data visualizations including familiarity with analytics tools such as Looker, Tableau, Power BI, or similar business intelligence tools
- Familiarity with human service data collection and reporting systems, Homeless Management Information System (HMIS) and Department of Housing and Urban Development (HUD) system performance measures is preferred
- Familiarity with Results Based Accountability is desirable

Organizational Relationships:

This position reports to the Executive Director, supervises the Data & Performance Analyst and works closely with the EveryOne Home team.

Compensation:

Professional Level. Competitive salary commensurate with experience. Generous health benefits program, flexible time off, paid holidays and robust and competitive benefits package including full health coverage, medical, dental, vision, a 403(b)-retirement plan, and more.

Equal Opportunity Employer:

EveryOne Home is a project of the Tides Center, an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against based on race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender identity (including pregnancy and gender expression), color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

To Apply:

Please send cover letter and resume to info@everyonehome.org and include “Director of Performance Improvement and Data Analytics” in the subject line. This position will be open until filled.

Reasonable accommodations will be made so that qualified applicants with disabilities may participate in the application process. Please advise in writing of special needs at the time of application.

Note: This position is currently in fully remote status. Subject to change.